Enterprise Point-of-Sale (EPOS)

EnterprisePOS Desktop User Manual

Revision 3: January 2004

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Welcome To EnterprisePOS

Welcome to the Enterprise Point-of-Sale (POS) system. This application is a Database Management System (DBMS) used for recording day-to-day sales transactions as well as detailed inventory control, purchase order, vendor, and customer information tracking. The system is designed for use with a variety of peripherals to efficiently capture, process, and report on this data to avoid customer wait time at the point-of-sale. Some examples of these peripherals include hand scanners for bar code reading, receipt printers, cash drawers, and magnetic strip readers (for swiping credit cards or driver's licenses).

This manual has been designed to fit the way users say they work. The emphasis is on getting the job done in the easiest and quickest way possible. To eliminate confusion, screen shots have been inserted throughout the documentation to demonstrate procedures.

This manual contains instructions for both typical and sophisticated tasks. It also contains a great deal of conceptual information to better understand databases, reporting, financial accounting, as well as the program itself. The chapters are created with the inexperienced user in mind.

Core procedures are described step by step with screen shots depicting each step being done to create a foundation of system familiarity for these tasks as well as other related tasks.

What you will find in this chapter…

Use and Documentation of Control Conventions 7

Using EnterprisePOS Documentation 8

EnterprisePOS Documentation and Technical Support 8

Use and Documentation of Control Conventions

All manuals of the EPOS system use the following conventions:

Commands and Buttons

For easy recognition, screen command names and button names through out the system will be in bold and referenced as they appear in the application.

Keyboard Keys / Combinations

Keyboard keys, keyboard shortcuts, and key combinations will be referenced in bold characters as well, for example, the **F12** button or the **Tab** button. If it is a keyboard combination, it will be referenced with a hyphen between keys such as **Ctrl-Alt-Del** or the **Shift-Insert** key.

Note that different keyboard types or keyboards from various manufacturers may call different keys different things. For example, the **Enter** key on one keyboard may be called the **Return** key on another. For the purposes of this manual the "Enter" word will be used to reference this new line key. If you have difficulty finding specific keys referenced in this manual, contact someone where you purchased the PC to assist you.

Also note that some keys have pictures instead of words on them. For example, on newer Microsoft-compatible keyboards there exists a key with only the Windows symbol on it. When pressed the key will pull up the Windows "Start" menu bar from the bottom left portion of your computer. This is the only picture button that will ever be referenced in this manual and will be called the **START** button.

Dialog Boxes, Screens, and Controls

Non-bolded italics will be used to reference the names of dialog boxes, screen names, or controls on screens. For example, the *Products* screen, the *Delete Action. Are you SURE?*, the *Custo* table, the *Back Ordered* option box, etc.

Other Conventions

Table names and fields within the actual database file or server itself are referenced in the following format:

{Custo.Last_Name}

"Custo" represents the physical name of the database table.

"Last_Name" represents the actual database field name.

Filenames, PC names, drive letters, or physical locations on a computer's hard disk are referenced using drive letters with *back slashes* separating the folders and filenames as follows.

"C:\WINDOWS\SYSTEM\User.dat"

Regardless what actual drive letter (hard drive, partition, network, etc.) the file being referenced is located on, for the purposes of this manual specific drive letters refer to specific physical locations.

C – refers to the local computer's hard disk whether it is actually C or not

D – refers to the computer's CD-ROM drive whether it is actually D or not

F – refers to a network drive letter whether it is actually on F or not

"\WINDOWS\SYSTEM\" is an example of the file's actual location or path. This path will always be in capital letters. The text immediately following the path is always the file itself as it is named on the computer or network file server.

Portions of <u>underlined</u> text within normally formatted text require special attention.

NOTES are used to provide extra or special information regarding the preceding topic.

Related Topics are lists pointing to other topics in this manual or other user manuals that provide details, related procedures, alternative methods for accomplishing the same task, or additional uses for the same dialog box, button, or screen control.

Throughout the manual there may be Text Boxes associated with certain screen shots. These text boxes direct the user to specific areas of a picture that reiterate or support the discussion in the section. Pay special attention to these text boxes since they describe important screen areas.

Using EnterprisePOS Documentation

In addition to the user manuals, there is also a Systems Manual that is designed for System Administrators who physically set up and maintain the system. This user manual will not touch on system administration functions outside of brief overviews as needed. If you need any system settings or user accounts changed consult the Systems Manual or contact your designated Systems Administrator. Examples of these tasks include changing user information (Ids, passwords, etc.), changing system access rights, special settings for program operation, screen and field customizations, and other system-related tasks. These tasks are important functions that support the effective usage of the system.

EnterprisePOS Documentation and Technical Support

The Help system file includes all information in this User Manual as well as the Systems Manager Manual. However, there are other avenues for you to find the help you need.

If you need more help…

Web Site

Visit our web site at http://www.Vydata.com for new updates, support Q&A, FAQ's, etc.

E-Mail

E-mail our System Support division at the address: support@Vydata.com.

Send Vydata Systems Corp. a description of the problem or issue, your name or company name, physical address, return email address, and the serial number key you were assigned when you purchased the software (on the back of the CD). The registration key allows support personnel to look up the type of support you have to better serve your needs. If you purchased additional support, the support personnel want to make sure to mark your issue as priority. We want to make sure you get what you pay for!

Telephone Support

If you'd prefer to talk to a real person, feel free to call our offices directly at (225) 272-6767.

If a technician is not able to immediately assist you when you call, an operator will have someone paged to call you back.

Chapter 1. Quick Start (Post Setup)

What you will find in this chapter…

Using the System the First Time **2**
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- The Security Lock Key 5

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Using the System the First Time

After you or the Systems Administrator installs the system following the steps in the Systems Manual, there are a few things to keep in mind that will help you get started using the system to its full potential.

The system looks best in either 800x600 resolution with small fonts or 1024x768 resolution with large fonts. If you notice the fonts look a little strange, you may want to adjust your screen resolution. How high you can go with your screen resolution depends on your computer's video card. Going too high in resolution will make some of the screen controls look abnormal. Also, use at least 256 colors – the more colors the better. Contact the company you purchased your PC from to make sure you have the best video settings possible.

If you are using a cash register machine, don't forget to fasten the hardware lock key to the printer port. You'll need this key to be able to ring up sales. See the Security Lock Key details in the next section for more information.

Learn the layout of the EPOS Desktop if you'll be doing other tasks besides ringing up sales. The EPOS Desktop is easier to use if you understand the logic behind the layout. It looks a lot like a spiral notebook of information separated by 3 tabs. Think of it as your notebook of required tasks from right to left (much like a timeline going in reverse). The far right tab holds vendor and ordering information. Generally, you enter vendors and orders first to get product in. Once orders are received, the products move into inventory (the middle tab) allowing them to be sold. Once sales are made, the products move into actual customer account actions (sales) under the Point-of-Sale (left) tab. This whole process is called the Sale-Order Cycle and is explained further in the upcoming Data Entry from Scratch section.

Learn where the programs are located on your computer. For example, you may want to have your Systems Administrator put a shortcut for the EPOS Desktop in your startup folder to have the register come up to the sign-on screen when the machine boots up. Also, you'll want to be familiar with how to find the Administration Utility (ADMIN.EXE) and the Emergency Settings program (SETTINGS.EXE). These two programs could help you out of a bind. The Administration Utility will allow you to change your user account (for example, change your password or general information), and the Emergency Settings program will recreate the settings file if database corruption occurs. These programs (along with others) will be located in the Enterprise POS folder after installation.

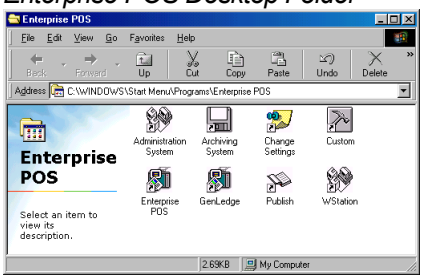
You run the Enterprise POS system by double clicking on the EPOS icon. The EPOS Desktop screen should then appear. If you're setup as a cashier, you'll go right from the login screen to what's called the Express Check-Out screen to begin processing sales. All functions can be executed from the EPOS Desktop, however, the folder includes many other application modules that can be executed as stand-alone.

The icons for all EPOS application modules are (by default) installed in \Program Files\EPOS. Under your Programs group, you'll see the Enterprise POS folder among your other installed programs. For simplicity, you'll notice the EPOS Desktop icon is also installed on the START menu itself. By clicking START, you should see an icon for EPOS at the top of the menu. However, this is not the EPOS folder. This will only run the Desktop application. Although this makes it easier for cashiers to enter the system, you may want to create an icon directly on the Windows desktop or add it to your STARTUP group as mentioned earlier.

You can easily add the EPOS Desktop icon to the Windows desktop by right-clicking with the mouse on an icon in the EPOS folder, then (while holding the button down)

drag the icon to the Windows desktop. When you release the mouse you'll have a menu pop-up, simply select the Create Short-Cut Here option. The icon is then created on the Windows desktop.

Enterprise POS Desktop Folder



The EPOS Desktop application has a Windows media icon (shown to the left).

In summary, if you kept all defaults during installation, launching the Desktop application is as follows.

1. Click the **START** button.
2. Click **Programs**.
3. Click on the **Enterprise POS** program group.
4. Click on **Enterprise POS** in the pull down menu to launch the program.

OR…

1. Click the **START** button.
2. Click on **Enterprise POS** at the top of the START menu to launch the program.

NOTE: These instructions may vary slightly depending on your version of Windows.

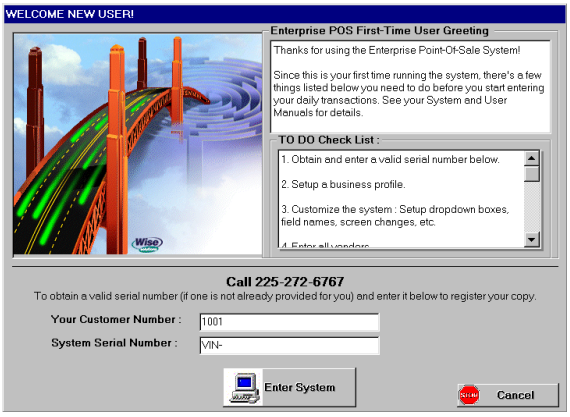
Logging In

Enterprise POS splash screen

Since the designated System Administrator is usually the person who originally installs and sets up the system, this is usually the person who assigns your initial login ID and password. As part of the initial setup process, the System Administrator sets up a User Name (ID) and Password for each system user. A user ID and password is required to access the system. If your System Administrator has not yet given you an ID and Password, then contact him/her before proceeding.

NOTE: If this is the first time the system is executed, you may get a screen asking you to enter a serial number along with a few initial setup questions. Don't attempt to answer these yourself unless you were involved in the initial install process. Contact your designated System Administrator to help you. There are certain questions that are extensions to questions asked during installation. If you answer a question wrong, you could encounter errors in your system. This is covered in the Systems Manual. You can, however, by-pass the setup questions by just entering the serial number (on the back of the CD) and clicking **Enter System**. This should get you going until a System Administrator can look at why this screen is being displayed.

Welcome New User


WELCOME NEW USER!
Enterprise POS First-Time User Greeting
Thanks for using the Enterprise Point-Of-Sale System!
Since this is your first time running the system, there's a few things listed below you need to do before you start entering your daily transactions. See your System and User Manuals for details.
TO DO Check List :
1. Obtain and enter a valid serial number below.
2. Setup a business profile.
3. Customize the system : Setup dropdown boxes, field names, screen changes, etc.
Call 225-272-6767
To obtain a valid serial number (if one is not already provided for you) and enter it below to register your copy.
Your Customer Number :
1001
System Serial Number :
VIN-
Enter System
Cancel

Point-of-Sale / Information Management System (IMS) Login

To sign on :

1. Enter your assigned user ID in the **User Name** field (if not already displayed). Hit [Enter].
3. Enter your password in the **Password** field.
4. If the location option is there, select the store's location from the list. Otherwise, just click OK or hit the [Enter] key to enter the system.

User Name

This is your unique user identification code. It could be your first name, an ID #, a last name, etc. The only limitation is it shouldn't be longer than 15 characters. This ID will associate your name with all transactions recorded in the system at this machine.

A default ID can be setup in the **User Name** field to save login time. If you will be using this system exclusively, you may want to have your user ID displayed at each login. Contact your System Administrator or consult the Systems Manual to enable this system setting option.

Password

The System Administrator usually assigns all user passwords initially, however you can change your own password by entering the Administration Utility later. Your System Administrator can show you how to do this since this is covered in detail in the Systems Manual.

Location

The **Location** field allows a user to log into different store locations from one site. It is usually used at a home office of a multi-location organization, but is rarely used at individual store sites. If your organization has only one store location, this option should be turned off to avoid user confusion. If this field is showing up in your login box, check with your System Administrator to make sure you're using the correct location ID in this field before attempting a login.

NOTE: If you get an error before the sign on box comes up, this usually means the file locations are set up incorrectly. As mentioned previously, there is an Emergency Settings program (**Settings.exe**) that you can run to fix problems like this. However, you should contact your Systems Administrator to before making any changes you're not sure about.

Login Buttons

OK - The button that logs you on. Hitting the Enter key will do the same thing.

PRACTICE - This button will enter you into the practice mode. It will give you plenty of test data to get used to the system. The database that is used is usually located in a \PRACTICE\ folder within the database path by default, but could be where ever your Systems Administrator has placed it under System Settings. The system will then ask you if you want to use the practice administrative settings or use your own. We suggest using your own (by clicking NO) to get an accurate test of YOUR business settings against the test data. This is a good way to flush out business profile configuration errors. If your Systems Administrator made a few mistakes while customizing your system, you'll probably find them here. If you successfully record data and ring up sales in practice mode, everything should be just fine in production. Usually you'll see problems in practice mode long before they come up in production.

CANCEL - This button will close the system.

JUST CLOCK ME IN / OUT (not shown) - The long bottom button will only record the user as "clocked in" if they are presently clocked out, or vise versa. You can use the TimeCloc.EXE utility to view everyone that is clocked in and clocked out. Using this small application module that comes bundled with the EPOS Desktop is covered in the Appendix of this manual.

The Security Lock Key

NOTE: Your system should've come with a *hardware lock* key. This key is a small adapter that plugs into your printer port on each *register computer*. No back-office computer (for financial work, entering orders, stock, vendors, etc.) is required to have a key on it - only the registers. You will not be able to ring-up any *new* sales without this key. Your printer

will plug into the key after the key is securely fastened to the computer's printer port. The register computer should have no problems printing through it to the printer.

If you are missing this key, contact your Systems Administrator or the distributor of your software. It should have been shipped with your product. If the key is misplaced or additional registers are added to the system, more keys can be purchased directly from the manufacturer.

If your system is having problems seeing the key even when it is plugged in, make sure the drivers for the key are installed and the *Sentinel SuperPro (SSP) Server* is running. The SSP Server is the utility that checks the key. When your system was installed it should've placed the server component in the computer's Windows **STARTUP** group and should be loaded automatically. However, if you're getting security violation errors when attempting to ring up a new sale, this may not be the case. Try running the **spnsrv9x.exe** program in the EPOS Desktop folder. If the server program is not running, this will start it up. Otherwise, it will tell you if it's already running or if the drivers for the key need to be installed. The drivers for the hardware key are located on the CD in a separate folder called **\HWDrivers**. Simply run the **SETUP.EXE** program within this folder to install the drivers and fix the problem.

Codes You Need to Know

The Enterprise POS system contains some specific codes that cannot be changed or customized. These codes are used by the system in day-to-day transactions, and it is important to completely understand their uses.

Product Types

Product Types describe exactly how each product is treated or processed in the system. Each Product Type is completely different and independent of each other and is identified by an integer value from 0 to 4 as follows.

0 = Non-Quantity Items (items in which quantity is always ignored. For example, it is often used for service or items on consignment)

1 = Miscellaneous, One-of-a-Kind Products (items that are unique and can't be replaced – when they are sold, they're gone and can't be reordered. For example, antique goods)

2 = Custom Assemblies; In-Store Kits (items in which their raw materials are actually physical stock in inventory as well)

3 = Standard Products (items regularly ordered from vendors)

4 = Weighted Parts

Service Products

The first product type (0) is for non-quantity items. The items defined by these product types are usually internal or external services where quantity is used (as hours worked), but is never *processed* or monitored by the system (quantity is never checked to make sure you're not low on stock). There is no physical stock for these products.

NOTE: Be sure to consult a CPA before using these types of products to avoid over or under paying sales taxes. Most states do not charge tax on service, however you should check and make sure. You can easily mark any product non-taxable if you need to. See the Tax Levels section later in this chapter for more detail on this topic.

Miscellaneous, One-of-a-Kind Products

A Product Type of 1 is for miscellaneous or one-of-a-kind products. These are basically tangible goods that cannot be reordered from where you bought them. Products of type 1 always have either a quantity of 1 or zero (in stock or sold).

Custom Assemblies or Kits

A Product Type of 2 is for custom assemblies and in-store kits. These products represent in-store creations or assembled items based on existing stock used as raw materials.

The quantities that make up the items of type 2 depend on the quantity of their individual components. Once a "Kit" has used inventory items as raw materials, the quantity of the items become *committed*. This means the raw material products are still physically in stock, but cannot be sold because they are presently included within a kit. For example, a jeweler may have a diamond ring that was assembled in-store and entered as a "kit" product type 2. The individual components in this kit would be loose stones (weighted parts) which are product type 4 (see below).

Note that the “parts” for these kits can be assembled using any other type of product other than services (type 0).

Standard Products

A Product Type of 3 is for standard vendor-ordered products. These are products that are included in a vendor’s product line or catalog and are usually ordered through the EnterprisePOS Purchase Order module. These products can be marked to alert you when stock runs low.

Weighted Parts

Product Type 4 is reserved for Weighted Parts, or loose raw materials. Generally these items are used in custom kits (product type 2). The cost information of these items are usually based on a cost/unit basis. For example, a grocery store may treat vegetables as weighted parts whose cost is measured by the pound. Similarly a jeweler may treat loose gems or diamonds by cost/karat.

Other

There are actually Product Types of 5 and greater that are only used at the point-of-sale. When you want to just enter a comment line on an invoice, or you’re listing the components of a kit, the system automatically assigns a product type of 5 to these line items. This tells the system not to process quantity when the sale is committed.

Tax Levels

A Tax Level is a product code from zero to two (0-2) that tells the system how to process the sales tax for an item at the point-of-sale. The different levels are:

0 = Taxable Product (Default)

1 = Variably Taxable Product

2 = Nontaxable Product

Taxable Product

The first tax level is the default for all new products. A product with a tax level of zero simply means no special tax processing is required for the product at the time of the sale. The system uses the default tax rate that is on the invoice.

Variably Taxable Product

The next tax level is a value of 1 and tells the system that the product may or may not be taxable – taxability is variable. In the system settings (consult the Systems Manual for details), you can set the purchase amount at which this product becomes nontaxable at the point-of-sale. Products with this tax level would then remain taxable until the customer purchase amount reached this level for this specific product. When enough of this item is purchased to reach this amount, the system automatically skips over this line item when calculating sales tax. The entire amount of that specific line item would become nontaxable.

For example, this is widely used in the coin industry. Coin collectors get a tax break when purchasing a large amount of rare or old coins.

Nontaxable Product

The next and final tax level is a value of 2 and tells the system that this product is never taxed. If several items exist on an invoice and one or more are nontaxable, the system automatically skips over these line items when calculating the tax for the sale.

For example, this is widely used for including service on invoices. Service is usually not taxed depending on the tax laws of the state. Another common use is for separating items designated strictly for mail order sales.

Product Categories and Auto-Inventory Numbering

Product categories and sub-categories are used throughout the system and are very important for number stock and tracking special product types.

Product categories are alphanumeric fields. They can have any type of characters within their name (numbers, letters, certain “legal” symbols such as dashes or slashes, etc.). However, if you want to allow the system to auto-assign product inventory numbers within a designated range (usually called a product series), then you must begin each product category with the minimum starting inventory number in that range. Values in this range become available product inventory numbers to be automatically assigned by the system and can be used in bar-coding.

For example, if you wanted to place the following categories into your system…

Diamond jewelry products

Pearl products

Colored stone products

Gold products

Silver products

It’s recommended that you number them based on the starting stock number in that category as follows (assuming you wanted 5 digit stock numbers).

10000-Diamond Jewelry

20000-Pearls

30000-Colored Stones

40000-Gold Items

50000-Silver Items

In this example, the first range or series would be from 10,000 to 19,999. The next series would begin at 20,000 and go to 29,999, and so on. This is an efficient way to keep strict control of inventory within these 5 different product categories listed above as well as to facilitate reporting and product searching. This is similar to the Dewey Decimal system adopted by libraries to keep track of many thousands of special book categories.

When entering new product, the user only has to select the product category for the system to automatically assign a new stock number within this range. You can also enter sub-categories within each category to further segregate your product data.

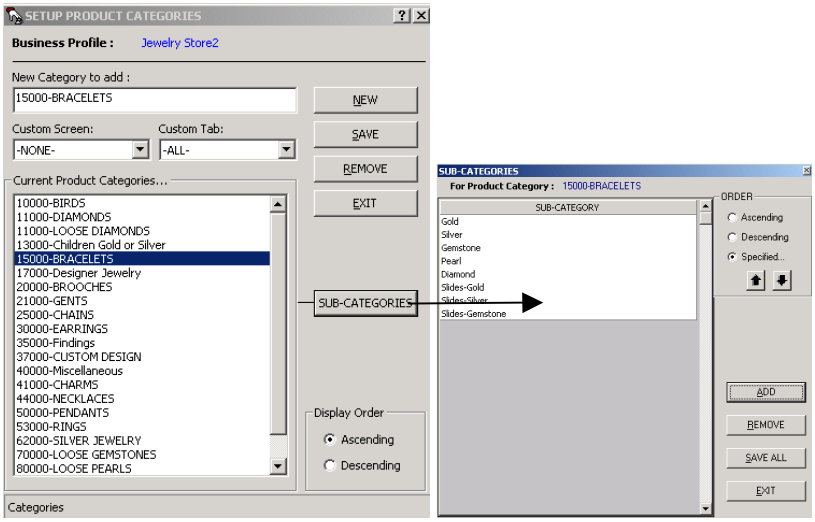
A little planning time is needed on the size of your stock numbers to ensure you have enough numbers available within a given category. You may want to use a range of 100,000 numbers or more for each category to be safe – it’s up to you.

If no available number is found within a Product Category range for a new product, the system notifies the user and uses an inventory number not in a range or above the last category range. If you want to change the *suggested* inventory number for the new product, you can do so before it is saved. Once it is saved, it keeps the number for good. To free up the assigned inventory number for another product, the new product that holds the number must be deleted. This is really the main reason automatic assignment of inventory numbers takes a huge burden off the user. When you get to the point of having tens of thousands of inventory items in the system, it may be difficult finding the next available number if you do the number assignments manually.

Entering Product Categories and Sub-Categories

You enter new product categories one of 3 places, either when you load the system for the first time (an option on the welcome screen), the button next to the product category dropdown list when entering new products, or from the Customization Utility (see the Systems Manual).

On the Product Categories setup screen you can simply enter the categories you want, then click SAVE to commit them to the system. Selecting a category in the list, then clicking the SUB-CATEGORIES button will allow you to enter all the sub-categories for that category.



Your Systems Administrator should be the *only* person that changes these values in any way since they affect all areas of the system. If you feel the product categories are structured wrong for your location based on this discussion, see your Systems Administrator immediately. Inventory problems (such as misplaced inventory) could occur if the product categories are changed *after* product has already been entered.

Keep in mind that your store can still use your own form of inventory numbering *and* benefit from this Dewey-Decimal-like system at the same time. You can accomplish this by allowing the Inventory/stock Numbers to be auto-assigned, and use other fields in the product record such as **Style_Num** for your store's own manually-assigned numbers. This can be a cost code, vendor code, or whatever long string of information you may want on a product ticket or inventory label. Or, you may assign it to be the bar code that is physically on the box from the manufacturer. However you use it, you're able to assign that field as the field to scan on at the point-of-sale.

Default Customer Action Types

Action types define any activity to a customer's account. It can literally be anything from a notation about a customer stopping by or calling on up to a financial transaction such as an actual sale. You are allowed to add your own action types as well. However there are several types used specifically by the system that you can't change which include the following.

ACTION

INVOICE

INVOICE-AR

LAYAWAY

QUOTE

VOID

RETURN

REFUND

W/O

ORDER

CONSIGNMENT

WISH

Other common action types that can be added (and often are) are WISH and DONATION to name a few.

ACTION Type

Action types of ACTION are nothing more than customer account notations. A user can enter these types of actions to record any general store activity from a specific customer.

INVOICE Type

Action types of INVOICE signify a sale. These are automatically generated by the system into a customer's account when a regular sale happens. When these actions are selected (double clicked), the invoice from the sale itself is displayed.

INVOICE-AR Type

Action types of INVOICE-AR signify an Accounts Receivable sale. These are automatically generated by the system into a customer's account when a sale with an UNPAID BALANCE happens. These usually require more information from a customer because store credit must be extended to them before the sale is completed. When these actions are selected (double clicked), the invoice from the AR sale itself is displayed.

LAYAWAY Type

LAYAWAY action types work exactly like a regular sale (INVOICE action type), however, they define future sales. Future sales are simply money collected from a customer that applies to a sale on a designated future date. This lay-away sale becomes an actual sale when it is paid in full; hence these action types are always temporary. Less information is required from the customer because the product is usually kept in the store until the

customer finishes payment, therefore the risk to the store is much less than with an Accounts Receivable sale where the unpaid product leaves the store.

QUOTE Type

A QUOTE action type is for sales proposals only. There is a designated screen setup in the system for proposal creation that can be later converted to actual sales. Unlike the LAYAWAY action type that converts to an INVOICE action type when paid out, QUOTE actions will remain once converted to a sale unless it is selected for deletion during the conversion.

VOID Type

A VOID occurs when a transaction-based action (INVOICE, INVOICE-AR, or LAYAWAY) is deleted. These actions are only displayed on the daily cash-out screen and administrative screens to show management when voids were performed. Voiding a sale is the only way to completely remove a posted sale from the system. Each time a sale is made, numerous behind-the-scene transactions take place making it impossible to simply delete the invoice record. Performing a VOID properly removes the sale by reversing all these transactions.

RETURN and REFUND Types

These two actions are very similar in that they both refer to a customer bringing back product after the sale. How the transaction of returning the product is processed between the store and the customer is where the difference lies.

The REFUND action type is used by the system to designate the customer received some sort of monetary funds back when the product was returned to stock. It says the customer received their money back in some form.

The RETURN action type is used by the system to designate the customer received some sort of store credit and did **not** get any funds back when the product was returned to stock.

The difference between these two action types and a VOID is that a VOID erases the sales transaction like it never happened and must be performed the day of the sale. A RETURN or REFUND lets the sale stand in the history of the system but adjusts the invoice to reflect the return of product or refund of funds. Also, you cannot partially void an invoice – it is all or nothing. However, you can process a RETURN or REFUND for only one or more line items of a specific invoice.

A VOID is usually a mistake made by a cashier while a RETURN or REFUND is usually the result of a bad product or service, or the customer changed their mind.

W/O Types

The W/O action types refer to Work Orders. Work orders are service jobs that are usually initiated by the customer. The work order enters a queue to be addressed by the service department. Once the service department has completed their work and updated the work order, the work order action in the customer's account changes to reflect this. The cashier can then convert the work order to an invoice to complete the sale. As with a QUOTE, the W/O action remains in the system as completed and closed, and a new sale action is entered to reflect the sale.

ORDER Types

The ORDER types are for customer special orders. You can create a new special order (purchase order) for a customer to select items that you may be out of stock on. When the special order is generated, all corresponding purchase orders are generated under all vendor accounts for you. As stock comes in, you can receive these vendor orders. Opening up the special order will reveal a status of all individual vendor orders for you. When all PO (vendor purchase orders) are in, you can receive the special order to automatically generate a customer invoice for all items received.

CONSIGNMENT Types

The CONSIGNMENT type is a list of items that you have CONSIGNED to a customer. It is just a memo list of items owned by you, but are presently located at a customer's site. You consign items the same way you would sell items to a customer. However, no money is taken from the customer (except a possible deposit) and a deadline date is entered. The system will notify you when you are approaching this date in order to bill your customer for the goods. To bill the customer, you can convert the CONSIGNMENT MEMO to an INVOICE-AR Accounts Receivable, then mail them your invoice.

WISH Types

The WISH type defines a customer WISH LIST. This is a list of products that can be purchased from by other customers. A wedding registry is common usage of this action type. You can enter a new WISH for a customer then select a list of items from your stock. The system tracks which items have been purchased (how many, and by whom) and scratches the items off the list one at a time.

Data Input / Output

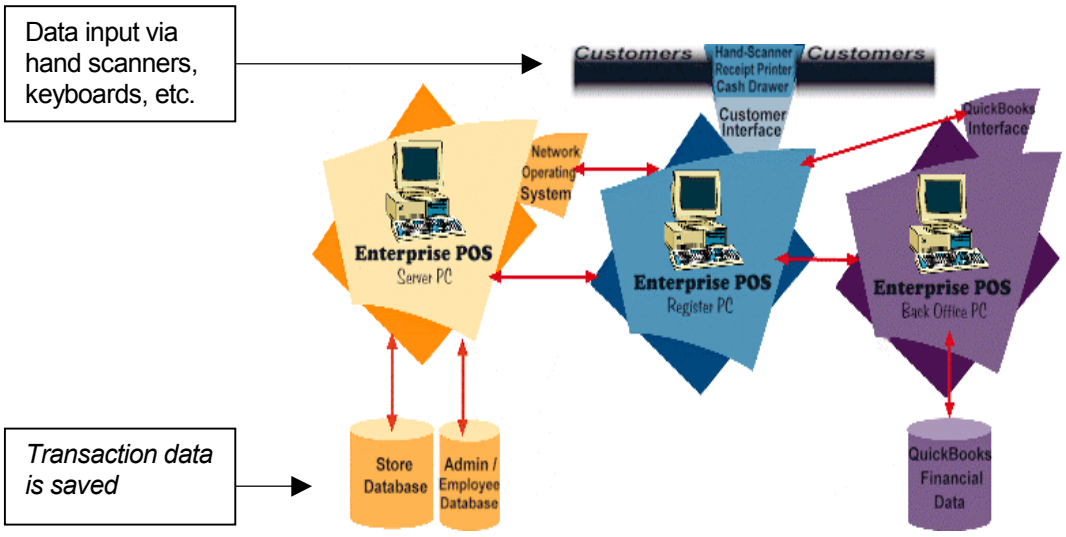
Processing data in the system happens via database transactions. The term *transaction* will be used throughout the manual involving the processing of data, so it is important to understand how the term relates to the system.

A transaction is simply defined as a business *action* or deal. For the purposes of this system, a transaction occurs when any database process is performed in which the writing or changing of data is involved. So by definition, all business actions involving the inputting of data in the database are automatically transactions. All business actions involving database input/output combinations are transactions. All business actions involving only data output are **not** transactions.

For example, viewing a report is **not** a transaction (only output). Entering a new customer is a transaction (only input). Scrolling through a table of data is **not** a transaction (only output). Entering a sale for a customer is a transaction (both input and output when the receipt is printed). Sliding a customer's driver's license that fills in data on the screen is not a transaction, it is inputted to the *screen* only. However, once the **SAVE** button is clicked to record the swiped data on the screen, it is entered in the database (input), which becomes a transaction.

It is important to keep in mind when these transactions occur. If you are finished entering data on an invoice during a sale but haven't clicked the **SAVE/PRINT** button to submit the invoice, then no transaction has occurred. Hence, if there were a loss of electrical power causing the PC to shut off, you would completely lose the invoice if you did not have a chance to **SAVE** it. This is because a database transaction had not occurred. If a transaction occurred, you could simply restart the machine to reprint the invoice if needed. However, outside of hardware failure you don't have to worry about losing work. The system will always ask you to verify your action if you attempt to leave a screen-full of data without saving your changes.

The diagram below helps better illustrate these concepts.

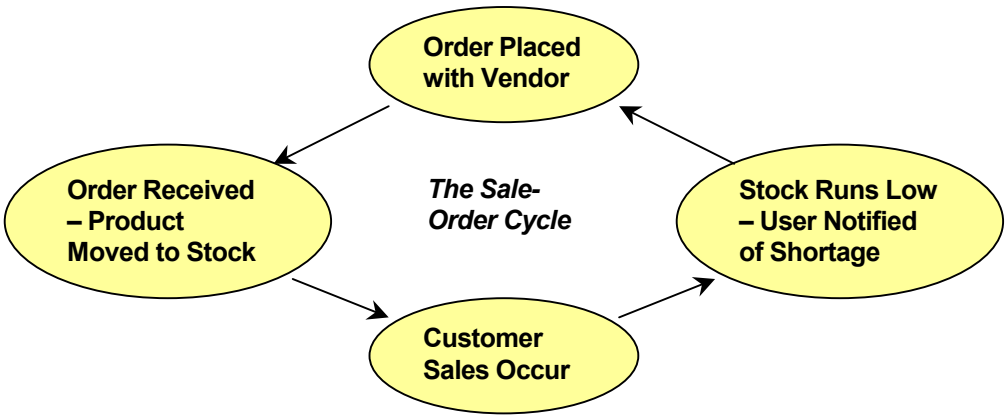


Data Entry from Scratch

Some businesses choose to import their existing data into the system when upgrading from an older POS if they're lucky enough to have a data structure that is compatible with today's standards. Unfortunately, most businesses are forced to enter the majority of their data from scratch when changing systems. When entering all new data, care should be taken as to exactly how you start. This will avoid having to go back later and rework your data.

Inventory-Based Companies / The Sale-Order Cycle

The best way to begin an inventory-based business operation from scratch (after all initial setup and customizing is complete) is to first enter *all* your vendors. The next step is to place purchase orders with these vendors for new product. When the new orders arrive, *receiving* the orders in the system will automatically create new inventory records. At this point, the system is ready to begin handling new customer sales. As sales are generated, new customer records are created and inventory quantity is used up. The system notifies you when the quantity drops too low (if set up) to re-order, and the cycle begins all over again. However, everything basically begins with the vendors (the "Vendors" button on the bottom far left of the EnterprisePOS Desktop main screen).


Order Placed with Vendor
Order Received – Product Moved to Stock
The Sale-Order Cycle
Stock Runs Low – User Notified of Shortage
Customer Sales Occur

Entering all your vendors, then entering product within each vendor record may not always be feasible initially. You may already have hundreds or thousands of items existing in inventory already that would make entering inventory this way very tedious and involved. Also, your company may choose not to keep track of vendors at all. For whatever the reason, the system gives you the option of entering directly into inventory and by-passing this vendor order cycle altogether.

Whether or not you choose to enter your inventory directly or not, you still need to enter all your vendor information first if possible. As you're entering each inventory item directly into stock, you can select the product's primary vendor from a dropdown box included in the table. This will put the item in inventory and connect it to the vendor you selected. However, if you don't enter vendors initially, the drop down boxes for each inventory will be blank. You'll then have the tedious task of going back through your inventory later and picking which item goes to what vendor. The vendors are always the ***first*** place to start.

Vendor Product Lines

A vendor's product line is a list of available products that you, the customer, can order from – same as a vendor catalog. Once a vendor's product line is in your system you can order from it at any time. Initially you may have to manually type product into a purchase order when order from the vendor, but when the order is received, that information is stored in their product line. Every time an order is received, the product line is updated for the next time you order from them. There are ways to import a vendor's product line to avoid typing the product data in manually as long as the vendor's product data can be obtained in a readable ASCII text-based format.

Keep in mind if you manually add stock to your INVENTORY, the product line will not get updated. Your inventory is what you physically have in the store while the vendor product line is a catalog of items that you may or may not have at any given time. To accommodate for this, there is a utility under the Administration menu that will move all vendor products into their primary vendor's product line after you finish manually entering stock in inventory. See the next chapter for much more details on this subject.

Data Entry Options Pros and Cons

Paralleling = Running parallel with your current or "old" system (at least until your current stock is depleted) is one option.

Instead of wasting countless employee hours entering stock after the new system is in place, you can run both systems together until you sell off old inventory (in the old system) while reordering and replenishing stock in the new system. New product database records will be generated automatically in EPOS as orders are received in the system. Eventually all "old" inventory is used up leaving all inventory records in the EPOS system from received orders. When you finally make it down to only a few hundred items in the old system, it may be beneficial to take a couple hours after work one day and enter the rest of remaining old stock, thus retiring the old system altogether.

The advantage of this option is that it saves a great deal of employee time entering inventory since inventory is entered over the course of this "transition" time period while running both systems. This option also gives you the advantage of getting the system, installing, setting up, and begin usage all in the same day. This is also a great way to train employees. Cashiers can use the system a little at the time and get used to it. If there are any problems in configuration, reporting, or setup of the new system, the cashiers always have the old system to fall back on until the kinks are worked out.

Unfortunately, the disadvantages of this option are quite numerous. First of all, you may incur additional hardware costs to keep both systems running together. You may have upgrade to a new receipt printer or scanner that is not supported in the old system. You may have an old system that must run on a stand-alone DOS-based machine while this system is graphics-based requiring some version of Microsoft Windows. This may require you to have two separate computers just for 1 check out station.

Another disadvantage is the length of time of this "transition" period of running both systems parallel. If your store has a large existing inventory, this could mean a very long transition period before all the stock is depleted. Running two systems makes it more difficult for employees to check customers out as well since they'll be required to check if the inventory is in the new system first, and if not, they have to switch to the old system to make the sale.

Also, reporting becomes more difficult and manual. To do your monthly sales taxes, for example, will require consolidation of two separate reports. The end of year income taxes are also an accounting headache. Not to mention the figuring of employee time and commissions become a tedious task.

Replacement = Just replacing your old system at once by shutting the store down to enter stock or entering stock on off days is another option.

This option involves entering as much inventory as possible to allow you to run the system and completely shutting down the old system from operation. Sometimes this involves a conversion of old data and prior rigorous employee training program. The service cost on the front end is usually much more expensive due to the training and data conversion tasks involved.

Companies that use this approach usually go through several weeks of initial problems to work through as they adjust to the new system. This is also a dangerous option to just jump into without extensive prior planning. Without a good business plan, you may find yourself having to go back and change data that was entered before because you didn't quite understand how things worked at the time. Maybe you changed your mind on how you want the product names structured. Well, after entering hundreds of products, this becomes a huge amount of rework. The Parallel option mentioned previously at least gives you the time to learn the system and is much easier to correct mistakes over time since only a handful of data is entered daily.

However, if companies can tolerate a few days to weeks of confusion and problem-fixing, this is by-far the better option. You won't have the inventory, financial accounting, and reporting problems of dealing with two separate systems using this method. Totaling out your old system, printing final reports, then starting the new system on a designated day is much easier from an income tax stand-point as well. Employee commissions also become easier to track. Although there is much more initial turmoil in using this method, and your cashiers will probably dread it, as a manager you'll be glad you did a month or two down the road.

Which option is right for your store depends largely on the size of your inventory and amount of data in the old system. Paralleling an old system isn't really an option for large stores with many thousands of inventory items. It makes it way too difficult to keep up with which items are old and new as well as slowing down the check out process. The parallel option is great for newer or small businesses with moderate to low inventory, or a company that is very comfortable with their old system and want to customize the new one a little over time.

The EnterprisePOS Desktop

If you are a supervisor or high-end user, you will generally be logging into the EnterprisePOS Desktop. The Desktop allows you to easily enter new or manipulate data. It is not designed for cashiers.

The toolbar to the left of the Desktop defines which system area you wish to enter (Customers, Inventory, or Vendors). The area to the right of the Desktop lists available reports for the area you're currently in and includes warning indicators at the bottom for low inventory and product internet updates.

EPOS Today

The initial screen of the EnterprisePOS Desktop is always “EPOS Today” which shows all recent activity for your organization and notifies you of anything (quotes, consignments, accounts receivables, layways, orders, etc.) that’s expired or coming due soon.

You can click any area listed to display a list of the items below. Double-clicking on any item will launch it for viewing. A print button is available to send the data to the printer.

EnterprisePOS Desktop – EPOS Today

Initially, you will not have anything on this page since your database will start out empty. As explained in the previous section, it is recommended to enter your vendors first to place orders for stock, so click the “Vendors” button on the left and proceed to the next chapter.

REPORTS

The REPORTS area to the right lists the reports in the area you are currently in. To run a report, you can double-click it. To edit a report, you can either right-click, then select the menu option to EDIT the report, or you can select “Setup Reports” under the “Reporting” menu at the top. See the chapter on editing reports for more information.

INTERNET Queue and Stock Shortage

INTERNET Queue – Shows inventory that’s changed that are marked for selling on the Internet. The Internet update module is launched when the globe icon is clicked and your web-site is updated. This requires setup by your software distributor and/or web provider.

Stock Shortage - This indicator is a fire extinguisher that flashes when inventory is low in stock; low stock items appear here when the inventory item’s On-Hand quantity value falls below the Minimum quantity value set when the product record was originally created. Simply by double-clicking the low-inventory item number displayed in this box (to the right of the fire extinguisher) will allow you to quickly reorder stock. You can even place an order for all low-quantity items (for a specific vendor) in the box at once – simply by double-clicking a value in the box!

Chapter 2. Setting Up Vendors

One of the recommended first tasks for setting up a new EnterprisePOS system is to set up vendors to begin placing purchase orders (PO's) and building a store inventory. All functions relating to tracking orders or maintaining vendor product lines (a catalog to order from) is performed in this area.

What you will find in this chapter…

Accessing Vendors / Orders Tab 2

Entering a New Vendor 2
- Enter Vendor Contact Information 3
- Select Specialize Product Categories 4
- Entering Vendor Products 4
- Importing a Product Line or Vendor Contact Information 6
- Entering NEW Product Line Records 6

Displaying and Reviewing Vendor Information 7

Finding a Record - Using the Search Engine 7
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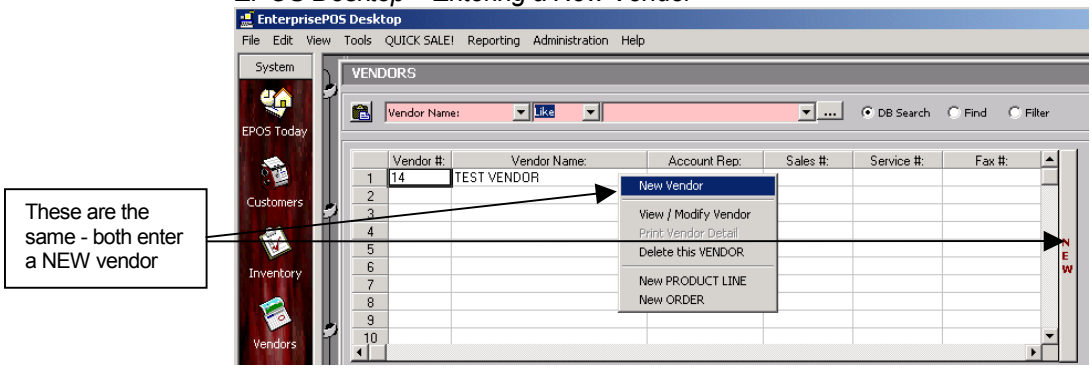
Accessing Vendors / Orders Tab

Vendors/Orders are accessed from the main EnterprisePOS Desktop screen by clicking the Vendors button on the left.

Entering a New Vendor

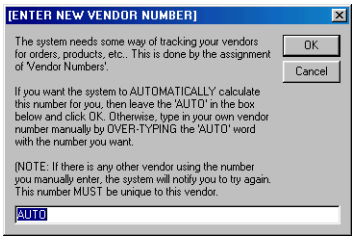
New Vendors can be entered one of two ways. Either click the *NEW* button to the right of the vendor table, or right-click in the table and select “New Vendor”.

EPOS Desktop – Entering a New Vendor



Notice the Enter New Vendor Number pop-up window appears. A unique vendor account number is required for the system to track this vendor.

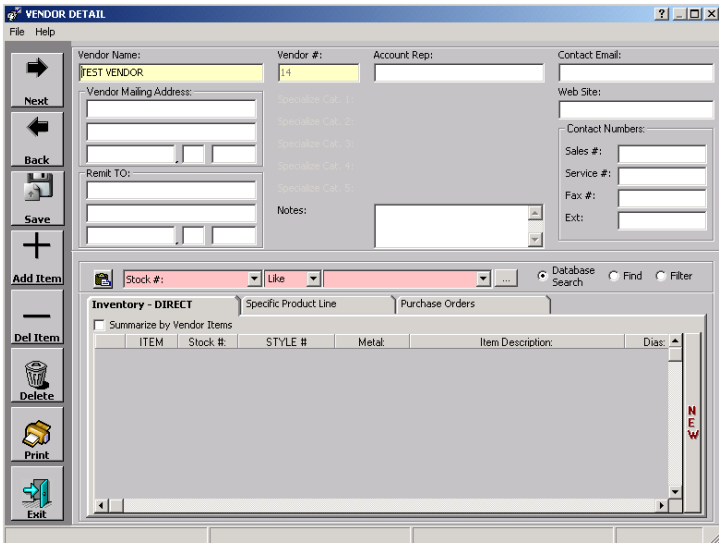
Enter New Vendor Number


[ENTER NEW VENDOR NUMBER]
The system needs some way of tracking your vendors for orders, products, etc.. This is done by the assignment of 'Vendor Numbers'.
If you want the system to AUTOMATICALLY calculate this number for you, then leave the 'AUTO' in the box below and click OK. Otherwise, type in your own vendor number manually by OVER-TYPING the 'AUTO' word with the number you want.
(NOTE: If there is any other vendor using the number you manually enter, the system will notify you to try again. This number MUST be unique to this vendor.
OK
Cancel
AUTO

NOTE: AUTO appears in the text field below that instructs the system to automatically calculate a vendor account number for you. This is nothing more than a unique number that the system uses for tracking this vendor. You can manually overtype this value with your own vendor number if you already have an existing number scheme to identify your vendors, but you must make sure the number is unique. Two vendors can not have the same vendor account number.

Click **OK** to now begin entering vendor information on the following screen.

Vendor Detail Screen



NOTE: The Vendor Detail screen appears and allows you to fill in information needed for the vendor record. Notice the assigned vendor number appears in the **Vendor #** field. Also notice there may be some fields disabled on the screen, to customize this screen you can click “File”, then “Customize Form”. This is where you can enable fields, add or rename fields, remove fields, etc.

Enter Vendor Contact Information

1. Enter the vendor’s company name in the **Vendor Name** field.
2. Enter the name of a contact or account representative for the vendor in the **Contact Name/Account Rep** field.
3. Enter an email address for the vendor contact in the **Contact Email** field.
4. Enter a web site address for the company if applicable.
5. Enter the mailing address in the **Vendor’s Mailing Address** fields.

   NOTE: This address should preferably be a physical location address and not just a postal box address. This is important if communication to the vendor requires overnight or express mailing services.
6. Enter a remittance address in the **Remit To** fields if different than the mailing address.
7. Enter all **Specialize Category** fields (see next section).
8. Enter telephone numbers in the **Contact Numbers** fields for **Sales**, **Services**, and **Fax**.
9. Enter comments that you want recorded for this vendor in the **Notes** field. Remember, no customer or vendor will ever see this information (not included on any standard system reports), so you can be brutally honest regarding notes on cost, service, and so forth. That’s a good way to give your supervisors (or whomever is doing the ordering) some good money-saving tips when dealing with this specific vendor.

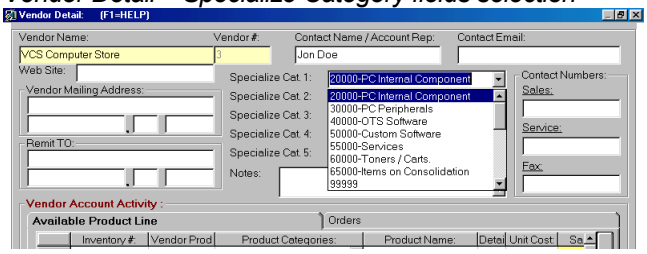
Select Specialize Product Categories

These are simply product categories that the vendor specializes in. This allows you to group specific vendors for ordering certain types of products or reporting purposes.

You can skip these fields or disable them (when you "Customize Form" under the "File" menu) if this is data that your location is not interested in tracking.

1. Click on the down arrow at the end of the **Specialize Cat. 1** field and select the appropriate product category.

Vendor Detail – Specialize Category fields selection



NOTE: The number of category fields that appear here is dependent on your system setup.

2. Click on the down arrow at the end of each specialize category field and select a category, as applicable. A maximum of 5 special product categories are allowed for each vendor.

Entering Vendor Products

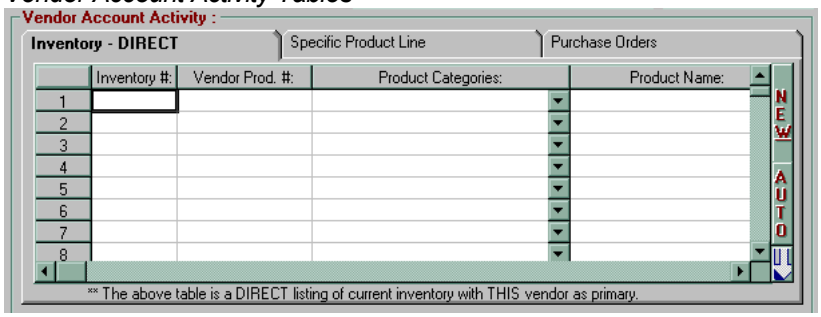
The Vendor Account Activity portion of the Vendor Detail screen contains three tabs:

Inventory – DIRECT tab – allows a product to be entered directly in inventory automatically marking this vendor as the item's Primary Vendor

Specific Product Line tab – contains vendor's product line information – similar to an on-line catalog of available items the store can order

Purchase Orders tab – contains vendor order history – all open, received, or back-ordered orders for this vendor

Vendor Account Activity Tables



Inventory – DIRECT (Entering Existing Inventory)

The left-most tab is used for entering inventory from a vendor that is *already in stock*. This will not add the item to the vendor's available product line (the middle tab) for ordering, but it manually places stock in inventory and assigns this vendor as this item's primary vendor at the same time.

NOTE: Adding product to this table by-passes the Sale-Order Cycle mentioned in the previous chapter. You are manually placing the item in inventory without placing an order.

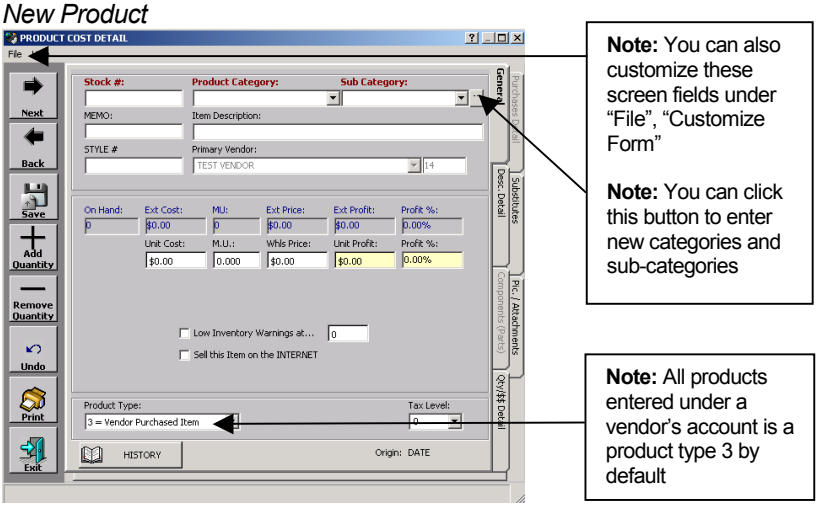
This is not recommended unless you are entering existing stock initially. Keep in mind you can also enter inventory directly on the EnterprisePOS Desktop main screen under the *Inventory* section, however, the items entered on the main screen will not have this vendor assigned to them as primary. Entering inventory directly from the EPOS Desktop main screen is covered later in this manual.

Remember before any product, product line, or orders are entered for this NEW vendor you must save the contact information entered previously. To do this, click the **Save** button on the left.

Adding Inventory Directly

1. Click **NEW** button at the right side of the *Inventory – DIRECT* table on the Vendor Detail screen. The new products screen opens.

New Product



2. Click on the **Product Category** field and select a product category from the dropdown list. This will generate a new stock number to the left. You can then select a sub-category to the right if appropriate.
3. Enter a product name in the field immediately below the Product Category field (note this field can be customized to be called anything). You won't be able to save this product without a name/description of some kind.
4. Click the **Add Quantity** button on the left and put in the number of items you have in your inventory of this item for this vendor.
5. Now enter all related cost data (Unit Cost, a Mark-Up factor, a Unit Price, etc.). The system will automatically calculated the numbers as you type as long as you have a quantity of 1 or higher.
6. This is all the data you must enter initially, so your product is ready for saving. If you want to enter more descriptive product data, you can do this on the **Desc. Detail** tab before saving. Now, click the **SAVE** button. You'll see the item added to the vendors list in the background.
7. To enter another new product, go back to step 2 above and repeat these steps (you don't have to leave this screen to enter another new product).

8. When you're finished entering your new products, click **EXIT** to return to the vendor screen

Entering Specific Product Line Information

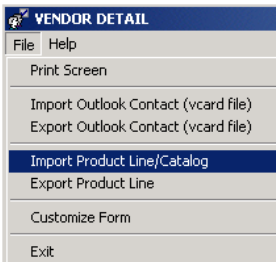
The middle tab under the vendor information is for products specific to this vendor's line of offered or available products, referred to as a vendor's *product line*. Remember, this NOT inventory. Sometimes users get confused with what the difference between a product line and inventory exactly is. The best analogy is to think of it as an on-line catalog of what you *can get*. Just because you're looking at a list of what you can get from a vendor doesn't mean it is necessarily in stock.

Importing a Product Line or Vendor Contact Information

EnterprisePOS offers a catalog utility in which you can build your own catalog for your customers (under the "Tools" menu of the EnterprisePOS Desktop). You can then export your catalog as a product line to send to your customers. If your customers are using EnterprisePOS, they can simply import your product line, so they can easily order directly from you without having to type in your data manually. You can do the same if you receive a product line from one of your vendors assuming it is in the proper format. This will save you the time from having to manually enter purchase order product data when ordering.

To import a product line from a vendor, under the "File" menu, click "Import Product Line/Catalog". You can also export a product line in the menu option right below.

Vendor File Menu



If you are using Microsoft Outlook, you can export your contacts as vcard files (VCF files) and import them in here. This will take all the Outlook contact information and pull it into your vendor screen. Likewise, you can export a vendor's information into a vcard file and import it into Outlook to create a new contact.

Entering NEW Product Line Records

There is only 2 ways to enter new product line records or editing existing records. One way is to use the recommended automated way – by ordering new product. When you enter new product in an order and later receive it, it not only goes into stock, but a new vendor product line record is entered with all the values from the order. You may adjust your inventory record over the course of time, but the product line record will always show you the product details from the last order of this product.

Another way to enter new product line records or editing existing records is to create a new screen. A special form must be designed to edit these records. You can create a product line edit screen under the EnterprisePOS Desktop "File" menu, then select "New / Change Form View".

Displaying and Reviewing Vendor Information

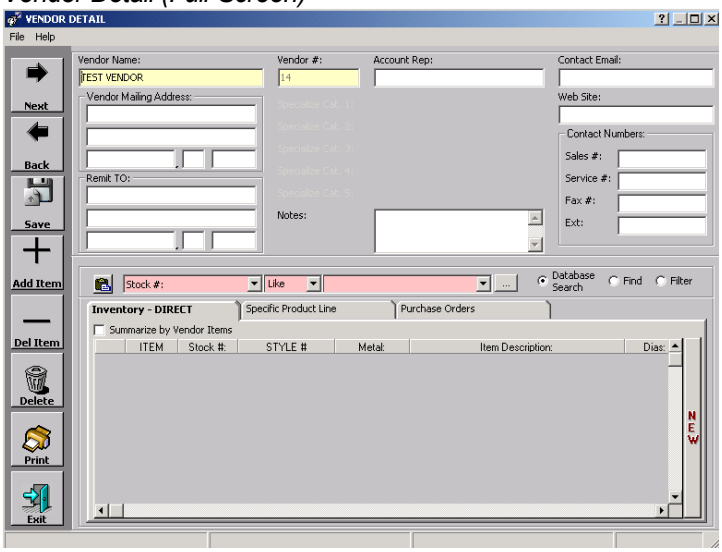
From the EPOS Desktop, you can double click on a vendor record to pull up all the information on a full-screen. However, you don't have to enter the full screen to view vendor data. Most of the data can be viewed right from the Desktop. How you want to view the data is your choice.

1. Single click on a vendor in the **Vendor List** of the Vendors / Orders tab to display that vendor's order and product line detail on the Vendor Product Line tab on the Enterprise POS Desktop screen.

   NOTE: The Vendor Product Line and Purchase Orders tab at the bottom of the screen displays all items for this vendor account as soon as you click on the record.

2. Double click on the vendor in the Vendor List to display full screen detail.

   Vendor Detail (Full-Screen)



3. Click on the **Next** button to move to the next vendor in the table.
4. Click on the **Back** button to move to the previous vendor in the table.

Finding a Record - Using the Search Engine

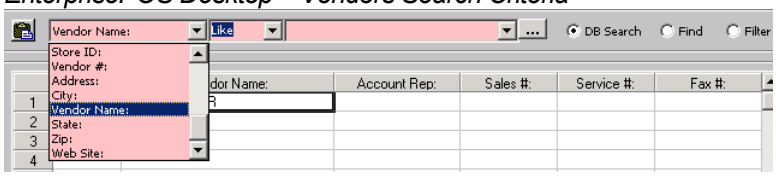
After several vendor records have been added to the system, you may need to find and edit some of this data. Eventually, you'll have too many records to scroll down the table lists manually. That's when it's time to start using the search engine.

The vendor search engine is used to locate vendors in the system. All search engines work basically the same, however, the fields to search on may be different depending on where you are in the system. For example, in the Point-of-Sale section, customer account data is used for search criteria. In the Vendor section, vendor information is used for search criteria. The criteria you search on are actual database fields in your system specific to the area you're currently in.

It is important to understand how search engines work, since this is how you retrieve data throughout the system. A strong understanding of search engines may drastically improve the ability to efficiently maneuver around the system and quickly access data you need.

Search Criteria – Database Fields

EnterprisePOS Desktop – Vendors Search Criteria



Select the item you want to search on by either clicking on a column or selecting from the dropdown list on the left as in the picture above.

These field names can be customized specific to your business profile using the Customizing Utility. Fields can also be added and removed from this list by using the same utility. You can customize this field list or the table below by right-clicking in the top left corner of the table and selecting “Customize Table”.

Some examples of search criteria that you’ll probably use more often are:

Vendor Name

Contact Email

Vendor Address

Vendor City

Vendor State

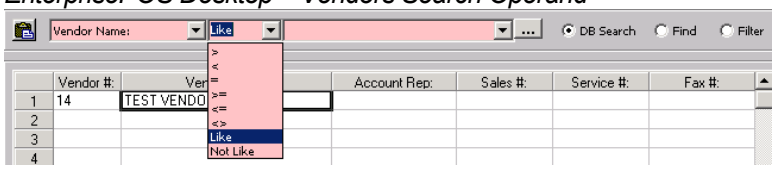
Vendor Zip

Remit Address

Remit City

The next dropdown box is the operand which describes how the search operation is to be performed.

EnterprisePOS Desktop – Vendors Search Operand



The operand can be any of the following:

Equal sign (=)

Greater than sign (>)

Less than sign (<)

Greater than or equal to sign (>=)

Less than or equal to sign (<=)

Not equal to sign (<>)

Like

Not Like

"Like" and "Not Like" are used only with fields that are of string or "text" value. For example, you can't use a greater than symbol to search for someone's name. If you try to do this, the system automatically changes the operand to "Like". Using "Like" or "Not Like" allows the user to use wildcards, i.e., asterisks, percent signs, ampersands, or pounds (* % &), that replace portions of unknown text in a search.

Wildcards work well when you're not sure about the wording or spelling of the complete portion of text you're trying to find. You only need to enter a portion of it to search the database for the customer. Using the equal sign on a string or text field requires the user to spell the value exactly before a match is found.

***** The asterisk is used to replace text in Microsoft Access string fields (for example, John Do*)

% The percent sign is also used to replace text, but is generally better in all types of databases (works in Microsoft SQL, Access, and Oracle)

& The ampersand replaces a single character when you are unsure of it (for example, Jo&& Doe)

It is important to NEVER use these characters in your data since it could cause your searches to not work.

Different Search Types

To the right of the search engine box at the top of any screen on the EnterprisePOS Desktop, you'll see 3 search options to the right.

1. DB Search – Populates the table with all records returned from your search. For example, if your search or query returned only 5 records, then only 5 records would be in the table.
2. Find – Just searches the list of records already displayed in the table and highlights the record in the table below when it finds it. For example, if you have 5000 records in your table below, your search would take you right to the record you're looking for in that list.
3. Filter – Further filters the list of records that are already displayed. The DB Search will run the search on the entire database, but the Filter search runs the search on only the values displayed in the list below and will filter the list to a smaller subset of the original list. You can keep filtering records over and over again if you wish.

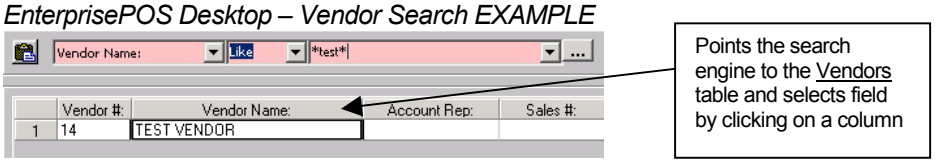
Performing a Vendor DB Search

1. Click **Vendors** on the EnterprisePOS Desktop and make sure the **DB Search** option is selected at the top.

The **DB Search** will search the entire database and give us all records in the table below

2. Click on the column to search on, e.g., **Vendor Name**.
3. Since the search is for a name, use the operand **Like** to perform the search.
4. Enter the vendor's name or partial name and wildcard, e.g., *Test*, in the field on the right, then hit **Enter**.

EnterprisePOS Desktop – Vendor Search EXAMPLE



Notice that the system displays the information in the table after Enter is hit.

NOTE: You can hit **Enter** without a value in the box to the right to bring up all records.

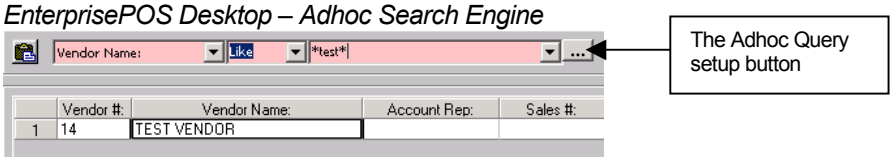
NOTE: To perform a Product Line or Orders search, simply click on the table. You can then repeat the process starting at step 2. You can search on any table in the system the same way.

Searching with Adhoc Database Queries

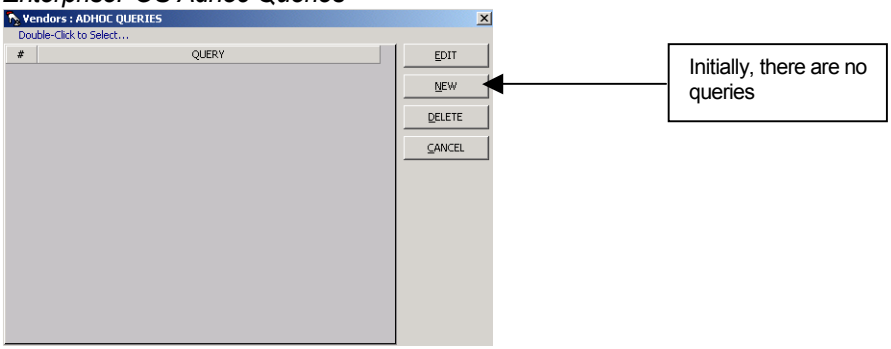
Setting Up a new Adhoc Database Query

For more complex searching you can create a database query. You do this by clicking the ellipse button next to the far right dropdown box.

EnterprisePOS Desktop – Adhoc Search Engine



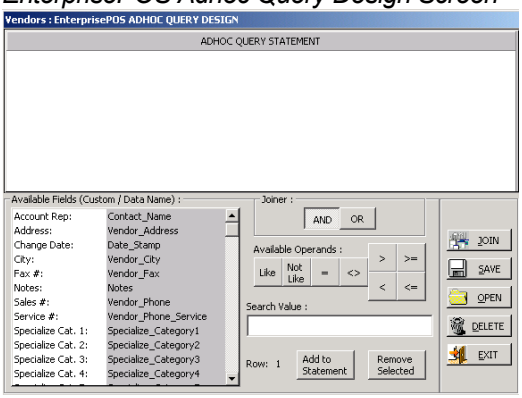
EnterprisePOS Adhoc Queries



NOTE: The following requires some knowledge of SQL (Structured Query Language). There are plenty of published books on writing database query statements using SQL. We recommend only the usage of "SELECT" statements in querying your database. Any other statements may harm the database.

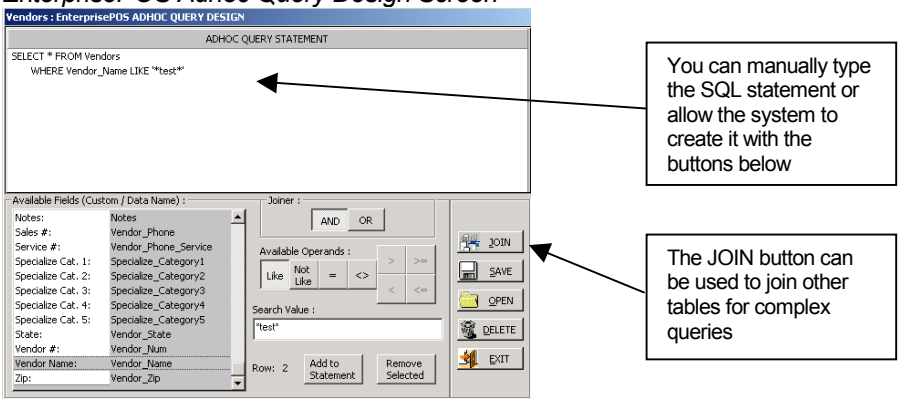
1. On the ADHOC QUERIES screen, click the **NEW** button

EnterprisePOS Adhoc Query Design Screen



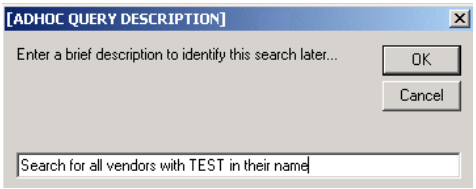
2. Click on a field in the list to the bottom left, e.g., **Vendor Name**.
3. Click the **Like** button.
4. Enter *Test* in the **Search Value** button.
5. Click **Add to Statement.**

EnterprisePOS Adhoc Query Design Screen



NOTE: We have now created a simple query to do the exact same thing we did in our search in the previous section.

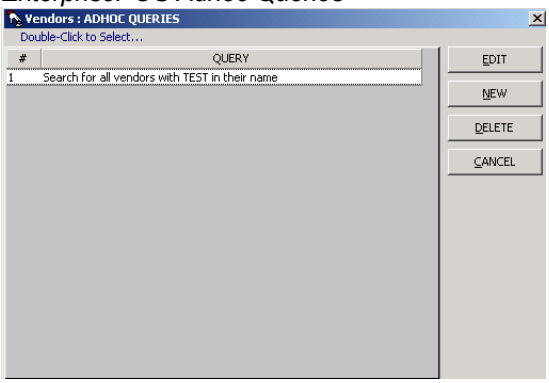
6. Click the **SAVE** button to save your new query.
7. Now enter a description to make it easier to identify your query later.


[ADHOC QUERY DESCRIPTION]
Enter a brief description to identify this search later...
OK
Cancel
Search for all vendors with TEST in their name

Running a Query

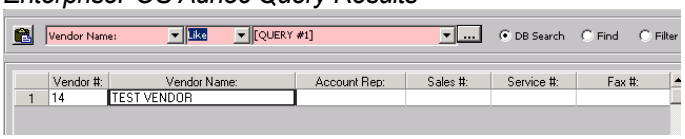
1. Click on the table you want to run the query on.
2. Click on the adhoc query button. You should see the query you just saved in the list.

EnterprisePOS Adhoc Queries



3. Double-click on the query you want to run. The screen will exit back to the EnterprisePOS Desktop to display your results.

EnterprisePOS Adhoc Query Results



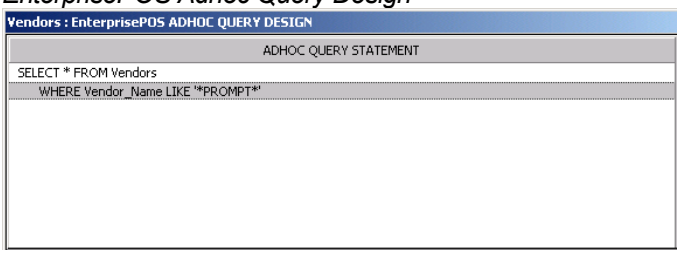
NOTE: We got the same result as the previous section search

Using PROMPTS in your Queries

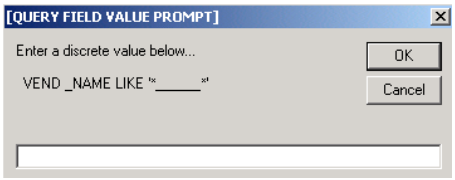
You can use the word PROMPT in your SQL Statement to prompt the user for a value. For example, if we wanted the system to prompt the user for the vendor name, we can replace the search value with the word “PROMPT”.

We can open back up our query and **EDIT** it to make this change as a test.

EnterprisePOS Adhoc Query Design



Now we can re-**SAVE** the query and run it again to get the following.



To get the same result we can enter the value “test” in the box and click **OK** or hit **Enter**.

NOTE: The Adhoc Queries are available for all tables in the system. Once the data is displayed in the table, this data is available to all the reports simply by double-clicking on a report on the right-hand side of the screen.

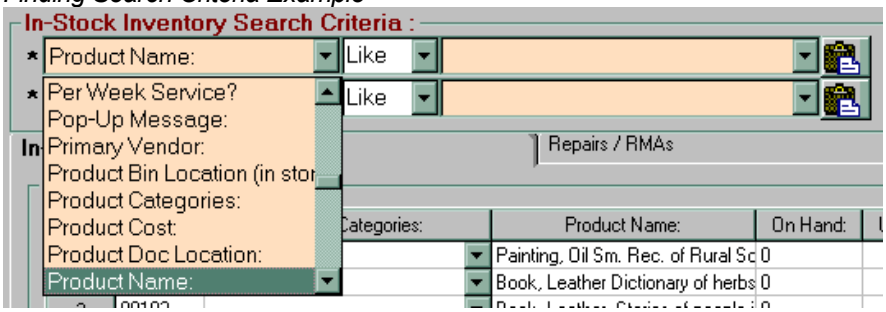
Search Criteria Short Cuts & Examples

There are several short cuts and tricks that will help you find data quickly in search engine boxes throughout the system, the following are just a few of them.

If you want to try some of the following examples yourself, login to the practice database as the Administrator. Do this by clicking the **Practice** button at the initial login screen. The following examples are done from the main EnterprisePOS Desktop.

1. *Finding Criteria* = When scrolling through the dropdown list of fields (criteria) to search on, you can type speed up the pace by typing the first letter of what you're searching for.

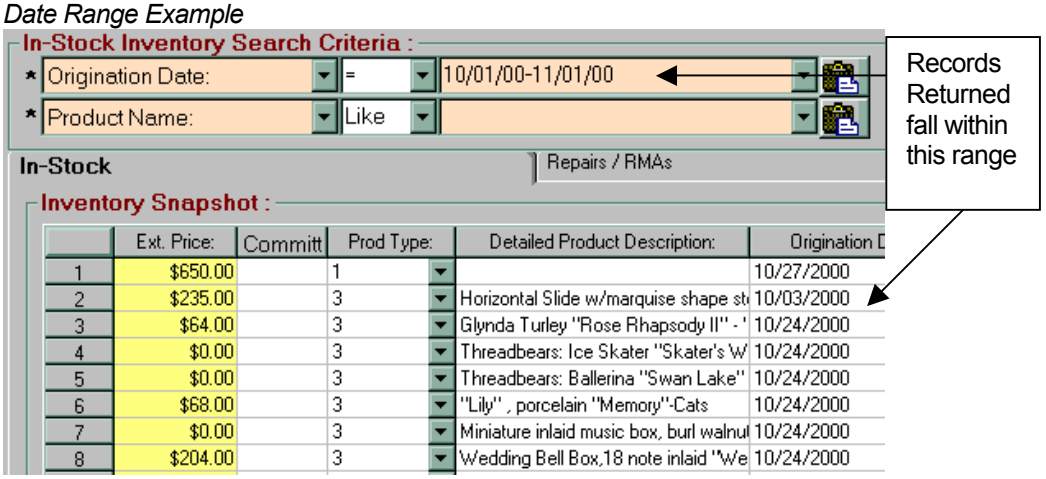
   Finding Search Criteria Example

   For example, if you trying to find the field **Product Name** in a long list of fields to search on (under the *Inventory Control* tab), you can just keep pressing the letter "P" until it is highlighted in the list. Every time you hit a letter key it skips down the list to the next field beginning with that letter.

2. *Date Ranges* = Instead of using BOTH search boxes to do a date range (using the top for a FROM date and the bottom for a TO date), you can use a hyphen to designate the range between two date values on a single search box.

   Date Range Example

   For example, if you want to pull all product records entered in the system between the dates of 10/01/00 and 11/01/00. You can select the Origination Date field in the criteria box to the left, then enter the following value using the equal (=) operand:

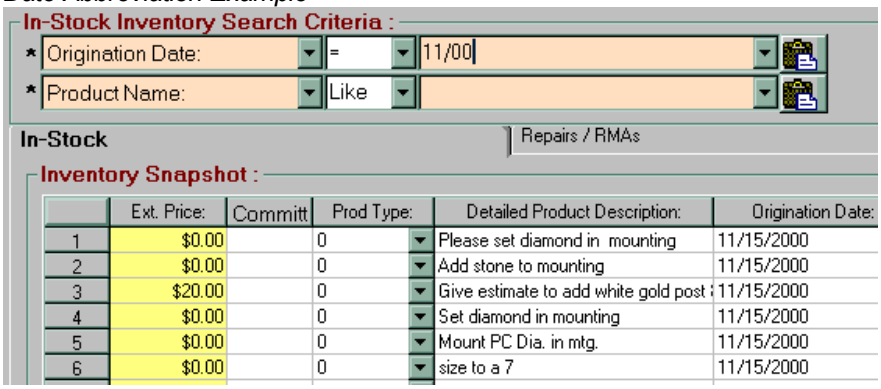
   10/01/00-11/01/00

   Now hit **Enter** to pull up all records that fall within this date range (for this field) in the table below. Scroll to the table to the right a little with the arrow keys below to see the far right columns to make sure the data returned is correct.

NOTE: The range will include the actual start and end dates themselves as well.

3. *Date Abbreviations* = When searching on an entire month (probably the most common date search), you don't have to type a whole 2 dates or even use the range above. There is a shortcut to give you all data for the month by simply entering only the 2-digit month, then the year. Omitting the day portion of the date (a 2-part date only) tells the system to use this method.

Date Abbreviation Example


In-Stock Inventory Search Criteria :
Origination Date:
=
11/00
Product Name:
Like
In-Stock
Repairs / RMAs
Inventory Snapshot :
Ext. Price:
Committ
Prod Type:
Detailed Product Description:
Origination Date:
1 $0.00 0 Please set diamond in mounting 11/15/2000
2 $0.00 0 Add stone to mounting 11/15/2000
3 $20.00 0 Give estimate to add white gold post 11/15/2000
4 $0.00 0 Set diamond in mounting 11/15/2000
5 $0.00 0 Mount PC Dia. in mtg. 11/15/2000
6 $0.00 0 size to a 7 11/15/2000

For example, if you wanted all the records for the month of November of 2000, simply enter the following in the date field:

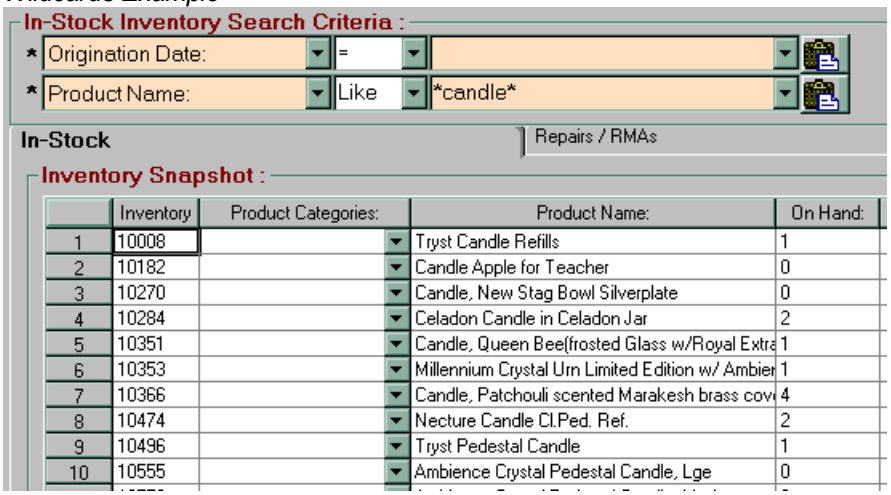
11/00

Then hit **Enter** to pull up all records that fall within this month.

Keep in mind the 4-digit year will also work in these last two date calculations.

4. *Wildcards* = As mentioned previously, you can surround the text you're searching for in asterisks (*) and press the **Enter** key to find the record(s) you're looking for. The text within the asterisks could be anywhere in the field, and the system will find it.

Wildcards Example


In-Stock Inventory Search Criteria :
Origination Date:
=
Product Name:
Like
candle
In-Stock
Repairs / RMAs
Inventory Snapshot :
Inventory
Product Categories:
Product Name:
On Hand:
1 10008 Tryst Candle Refills 1
2 10182 Candle Apple for Teacher 0
3 10270 Candle, New Stag Bowl Silverplate 0
4 10284 Celadon Candle in Celadon Jar 2
5 10351 Candle, Queen Bee(frosted Glass w/Royal Extra 1
6 10353 Millennium Crystal Urn Limited Edition w/ Ambier 1
7 10366 Candle, Patchouli scented Marakesh brass cov 4
8 10474 Necture Candle Cl.Ped. Ref. 2
9 10496 Tryst Pedestal Candle 1
10 10555 Ambience Crystal Pedestal Candle, Lge 0

For example, let's say you're looking for candle-type product but are unsure as to exactly how the Store Manager entered it in the system since it's missing a product label. Simply select the **Product Name** criteria in one of the search fields to the left, then type the following in the blank to the right of it:

candle

Hitting **Enter** after the above text would pull up all records with the text “candle” anywhere in this Product Name field. Notice all the records returned show the word “candle” in various areas throughout the field. Keep in mind this with ONLY work with string/text fields. You can not use this on number or currency fields.

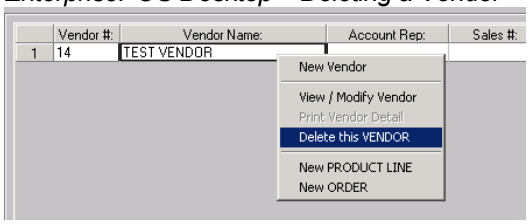
5. *Filter Searches* = Also mentioned previously, the filter search is a great way to further divide a group of records to better help you find what you need. You can do a combo (or duel) search by simply selecting another search value and click the **Filter** option before hitting **Enter**.

   NOTE: You can use the same methods of searching on any field and any search engine in the system.

Deleting Vendor Records

From the EPOS Desktop, you can remove a vendor from the system simply by clicking on the record and pressing the **F12** key or right-clicking and selecting **Delete Vendor**.

EnterprisePOS Desktop – Deleting a Vendor



NOTE: Deleting a vendor will not remove any order history or the product line that once belonged to that vendor. The system will prompt you to delete these values as well if you wish, however, it is usually good to keep these records for historical purposes.

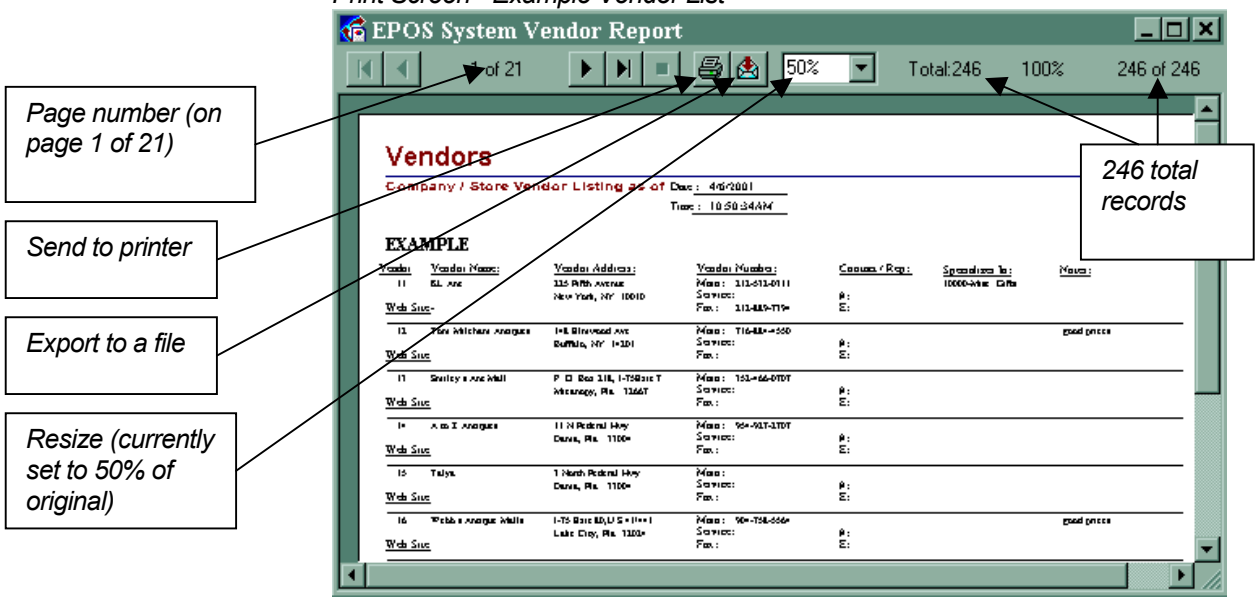
You can also delete individual order and product line records the same way. Simply select the value and hit the **F12** key or right-click **Delete**.

Vendor Reports

The Enterprise POS application provides certain system and custom reports in the program that can be customized depending on the specific needs of your company. The Systems Administrator or Store Manager is usually the person responsible for customization of the reports and setting up privileges for users who generate and print the reports. The reports can be generated using Crystal Reports, Word, or Excel. Under the EnterprisePOS Desktop **Reporting** menu there are tools to assist you in building reports using these tools.

To run any report, you simply double-click on a report you want to run on the right hand side of the screen under the “REPORTS” section.

Print Screen - Example Vendor List



Custom Reports

These reports are designed to run stand-alone and independent of the system (or any table). Therefore, the reports usually have custom criteria built into the report itself to pull the data it needs instead of relying on the system's search engine like the *system reports* do. The custom reports are not effected by the search engine results and only report data directly from the database. You could run this report anywhere on the network (from outside of the system) and get the exact same results back.

NOTE: The only real difference between Custom and System reports are behind-the-scenes. The reports are both displayed in the same window (as shown above) and work the same after the records are displayed. Data is extracted from the selected table for System reports.

Chapter 3. Entering and Processing Orders

After the initial vendor setup of contact information and any existing inventory you may want to enter *direct* in your inventory, you can begin placing new product orders with vendors to either replenish or build stock. Orders are created, displayed, and tracked through the Vendors / Orders tab of the main EnterprisePOS Desktop screen. They can also be accessed or processed from directly within a vendor full-screen record as well. For questions on accessing the Vendors Orders area or purchase orders within a vendor account please refer to **Chapter 2** for details.

What you will find in this chapter…

Product Ordering 2
- Order Statuses and the Order Life-Cycle 2

Entering New Orders 3
- Entering a Purchase Requisition 4
- Entering Order Detail Information 5
- Assigning a Customer to an Order 5
- Entering Purchase Order Origin Information 6
- Entering Ordered Products 7
- Entering New Products Never Ordered Before 8
- Assigning Items to Customers / The 'Distribution List' 9
- Entering Additional Order Costs 10

Requisition to Purchase Order Conversion / Assigning a PO # 11
- Finding a Requisition to Approve 11
- Approving a Requisition 11

Printing or Faxing Orders 12

Submitting an Order 13

Deleting Orders 13

Placing Orders from the *Stock Shortage* Box 14

Receiving Orders 15
- Displaying Received Items 16
- Displaying and/or Receiving Back Orders 17

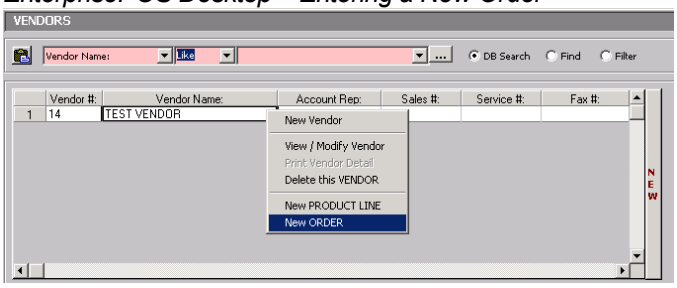
Displaying Received History 18

Product Ordering

To begin entering orders for a vendor, single click on the vendor record itself to show the values below associated with that vendor. The bottom two tables will display all items within the vendor's product line (left table) and the vendor's order history (right table).

You can either double-click to enter a vendor to enter a new purchase order, or you can right-click and select **New Order**.

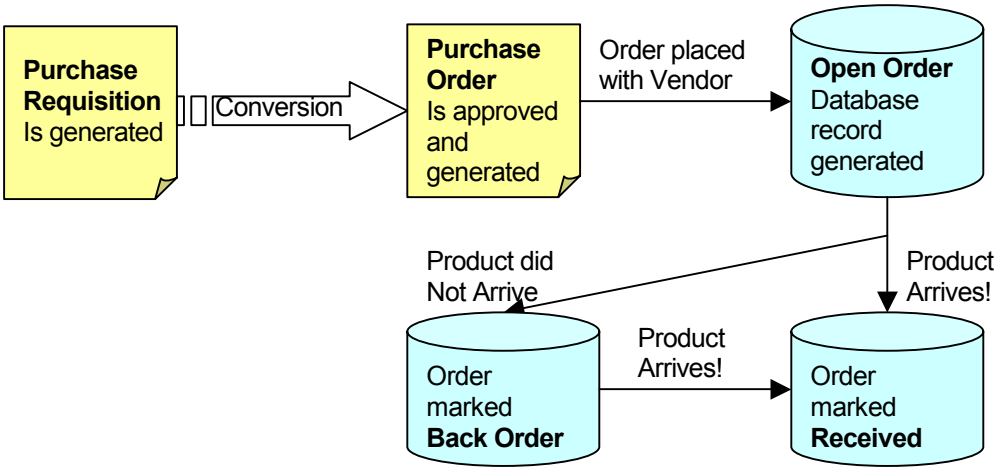
EnterprisePOS Desktop – Entering a New Order



Order Statuses and the Order Life-Cycle

Every order goes through what we refer to as a *life cycle* from the time the need for an order of product is identified to the point at which the order is received.

Order Life-Cycle



NOTE: Purchase Requisitions are simply requests for orders to be placed.

Purchase Requisitions are requests to order product. These order types are usually taken by employees that do not have the required access rights to assign purchase order numbers. Purchase order numbers usually come from the store's accounting system, however, they can be assigned automatically by EPOS. Since a PO # from a company is usually as good as payment, most businesses will often limit PO # generation to supervisors only.

Purchase Requisitions solves the problem of supervisors that may not always be in the office to place the orders. It allows users to enter all order information for the Supervisor to "approve" the requisition into a purchase ORDER later.

You can also setup users to have different approval accesses for conversion into purchase orders. For example, user A may be able to approve a requisition into a purchase order up to $5,000, while user B may have a $1,000 limitation. This gives the Supervisor the flexibility to instill some responsibility to more trustworthy users while limiting the amount of risk.

NOTE: Any user with the proper security access can by-pass the purchase requisition step altogether and issue purchase orders directly.

Open Orders are purchase orders. The status for a purchase order becomes OPEN when the order is saved after being placed with the vendor. It basically says the order is in-transit from the vendor, or product is physically on the way.

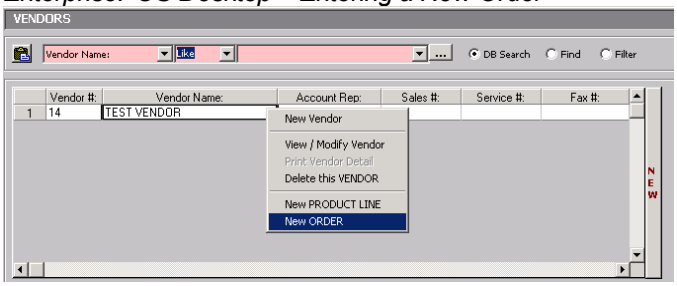
Back Orders are purchase orders with some or all products that were not received by the designated date. Often, a vendor will send something by the required date whether or not the entire order can be filled. A back order is treated the same as an Open Order with an unspecified date of arrival. Usually, a portion of the order is received. If this happens, two database records are generated. One for the received product marked with a status of Received and the remaining unreceived product is entered into a new order record with this Back Order status.

Received Orders are purchase orders in which all products in the order have arrived and have been moved into inventory. After an order is received, the quantities for these products are adjusted to reflect the new products. This order record then becomes closed and used for historical purposes only from this point on.

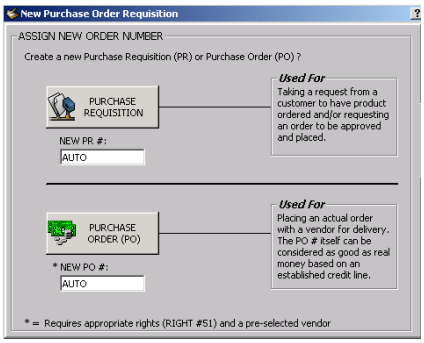
Entering New Orders

After selecting the vendor in which to place an order, either double-click the vendor record to open up the vendor to place a *NEW* order, or right-click and select **New Order.**

EnterprisePOS Desktop – Entering a New Order



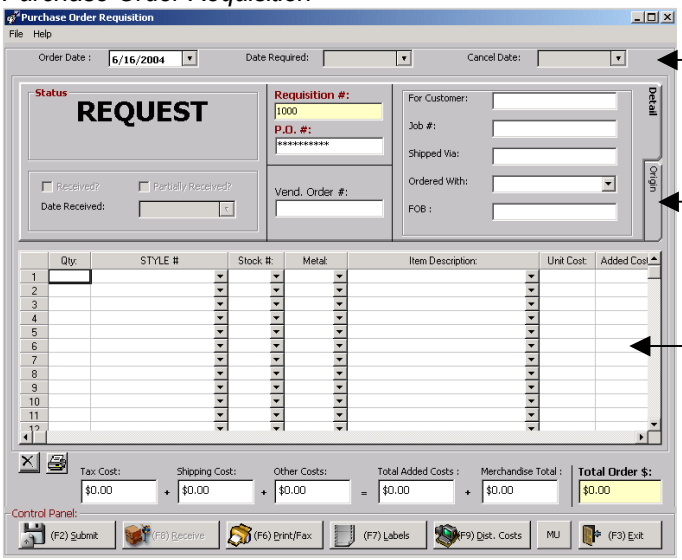
Initially, you'll get a screen for you to select which type of order to enter, a purchase requisition (PR) or order (PO). Click the button of the order type you want.


New Purchase Order Requisition
ASSIGN NEW ORDER NUMBER
Create a new Purchase Requisition (PR) or Purchase Order (PO) ?
PURCHASE REQUISITION
Used For
Taking a request from a customer to have product ordered and/or requesting an order to be approved and placed.
NEW PR #:
AUTO
PURCHASE ORDER (PO)
Used For
Placing an actual order with a vendor for delivery. The PO # itself can be considered as good as real money based on an established credit line.
* NEW PO #:
AUTO
* = Requires appropriate rights (RIGHT #51) and a pre-selected vendor

Entering a Purchase Requisition

1. After vendor selection, and clicking **New Order**, if you have your own order (requisition) number, enter it in the box marked **New PR #**, otherwise the system will automatically generate a number for you by leaving **AUTO** in the box, then click the **PURCHASE REQUISITION** button.

Purchase Order Requisition



Order Date – When order was placed
Date Required – When you need it to come in
Cancel Date – When you no longer want it

Origin – Shipping and Routing Information

Table of your customized product fields – shows the items being ordered. Customize this table under the **File** menu

NOTE: The user is not allowed to enter a PO number here (with asterisks) unless they have the proper rights. However, even if the user has rights and a PO # is entered here, it's not "official" until the requisition is *converted* to an actual PO.

Detail – tab that includes specific detail about order shipping, payment terms, etc.

Origin - tab that includes all information about where the order came from and where it's going.

Order Costs – fields for entering tax, shipping, and other associated costs for the order that is totaled with the items in the table to produce the **Total Order** cost.

Control Panel – function buttons.

Submit – submits/saves the order to the database.

Receive – receives an order and commits inventory. Note that this button first becomes **Convert** after a requisition is entered. A requisition must be converted to a PO before stock can be received.

Print/Fax – allows printing or faxing the order directly to the vendor.

Labels – allows printing of labels for product selected. Even before an order is received, you can use this button to print labels for product in the table.

Dist Costs – allows distribution of shipping and other costs among the items ordered.

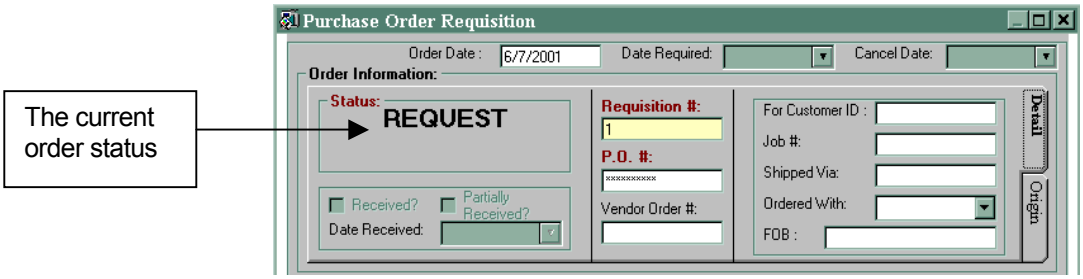
MU – Sets a mark-up factor for the entire order. It allows you to mark everything up a certain percentage to obtain a UNIT PRICE for all items before you receive everything to stock.

Exit – exits the Order Detail screen and returns you to the previous screen.

Entering Order Detail Information

The following steps cover the entry of detailed information of a specific order.

Purchase Order Detail – P.O. Information



1. Enter the **Date Required** for the order, or click on the down arrow for a calendar.
2. Enter a **Cancel Date** for the order, this is the point at which an order becomes null and void when still not received.

   NOTE: The **Cancel Date** and **Date Required** are not required fields to save an order, but we recommend using them for the **EPOS Today** function in the EnterprisePOS Desktop to track order statuses for you. These dates are how the system notifies you when orders are late.

Detail Tab

3. Enter a **Vendor Order #** if you receive an order confirmation or tracking number from a vendor after placing the order with them.
4. **Job #** is only used to reference a job or work order. If this order corresponds to parts for a specific job / work order, then enter this number here.
5. Enter any shipping method information in the **Shipped Via** field. For example, *UPS, Hand Delivery, FedEx, Airborne, US Postal Service, etc.*
6. Click on the down arrow at the end of the **TERMS** field (For Purchase Orders ONLY) to select the method of payment for the order.

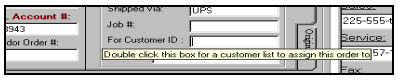
   NOTE: The options that appear in the dropdown list are dependent on your system setup and customizations.
7. **FOB** (freight on board) text field is used to enter any brief notations regarding the items being shipped. If the vendor gives you any additional shipping data, you may want to record it here.

Assigning a Customer to an Order

Note that you can skip this section if you are ordering stock for the store. If you are ordering stock for specific customers (that are already in the system), you can add the customer in the following steps or use the **New Special Order** menu item under **Customers** right-click menu in the **Customers** section of the EnterprisePOS Desktop.

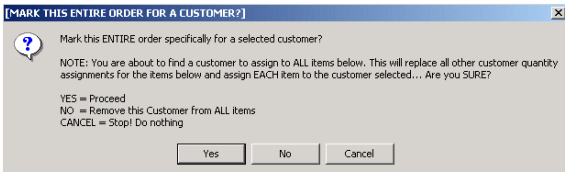
1. Move the mouse over the **For Customer ID** field to view brief tool-tip instructions regarding the field. Most fields in the system have these help notes.

   For Customer ID Field Instruction Text



2. Double click in the **For Customer ID** field to view a list of customers to choose from.

MARK THIS ENTIRE ORDER FOR A SPECIFIC CUSTOMER?

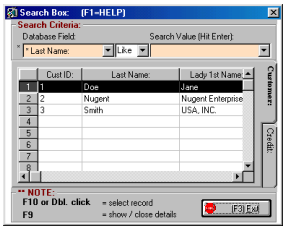

[MARK THIS ENTIRE ORDER FOR A CUSTOMER?]
Mark this ENTIRE order specifically for a selected customer?
NOTE: You are about to find a customer to assign to ALL items below. This will replace all other customer quantity assignments for the items below and assign EACH item to the customer selected... Are you SURE?
YES = Proceed
NO = Remove this Customer from ALL items
CANCEL = Stop! Do nothing
Yes
No
Cancel

NOTE: A popup window will ask if you are sure.

3. If you're SURE you want to mark the entire order for a specific customer, Click **Yes**. Otherwise click **No** to abort the action.

NOTE: If you click **Yes**, a Search Box window appears for you to find your customer.

Customer Search Box



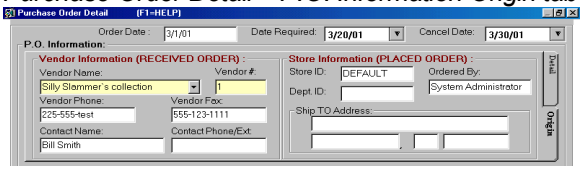
4. Perform a search for the customer.
5. Double click or press **F10** to select the customer record.
6. Notice when you return to the Purchase Order Detail screen, the customer number appears in the **For Customer ID** field and each product that is assigned to the order will be specifically assigned or "ordered for" that customer.

Entering Purchase Order Origin Information

The origin information tells where the order is coming from (or where you bought it) as well as where it is being shipped.

1. Click on the **Origin** tab.

Purchase Order Detail – P.O. Information Origin tab



NOTE: The vendor name, number, and contact information appear in the **Vendor Information (RECEIVED ORDER)** portion of the screen; store information such as store identification and the name of the person placing the order appears in the **Store Information (PLACED ORDER)** portion. The fields on your screen may appear different depending on previous customizations by your System Administrator/Manager.

2. If the address the product is being shipped to differs from where it normally is shipped, you can manually type in the address under the **Ship TO Address**

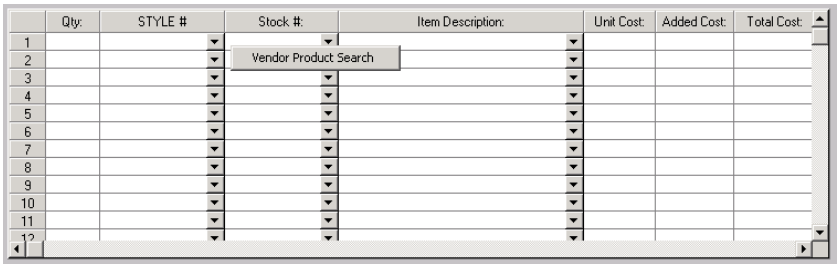
fields. This is basically just a way to type in the information given to the vendor. This is so later you'll know you told this vendor to ship to a different location.

Purchase Order Detail – P.O. Information Origin tab EXAMPLE

Entering Ordered Products

The table on this screen is where products being ordered are entered. If you have a Product Line to search from for this vendor, you can drop down a list of values to search from or right-click for a more detailed search screen to add product. However, without data, you may have to just start typing manually.

Products Ordered



NOTE: Make sure for each product you enter your Product Category and leave the Stock # column blank when ordering brand new items. If you do this, the system will automatically generate stock numbers when you receive the order.

NOTE: To REMOVE an item, just enter a zero in the quantity field and hit **Enter** and the row is removed.

1. After finding your product in the search list, click to select it. If it is a new item, enter the description and the vendor's product number/style number manually.

   NOTE: When an item is selected, the system populates the cells based on the product information entered previously (see Adding Products for more information), or depending on what was entered in the original order for this product when it was ordered as new.

2. Enter the number of items to be ordered in the **Qty** cell.

   NOTE: Notice that the system automatically calculates the total cost based on the unit cost and quantity.

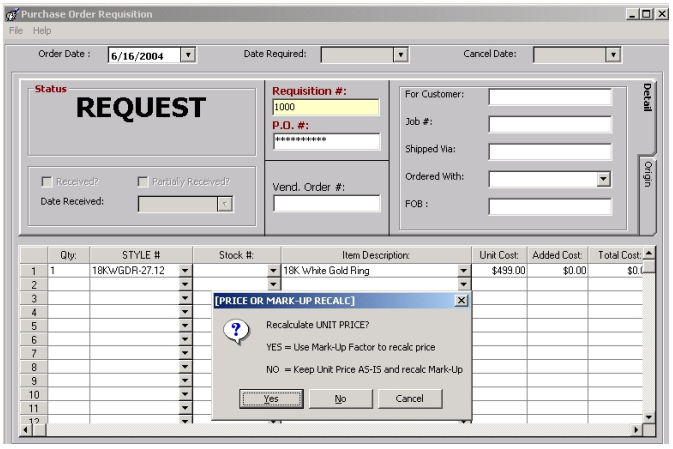
3. Use the arrow keys or **Enter** to move from cell to cell or click in a cell.

4. Record the needed information in each product description column.

   NOTE: These columns depend on your customizations. To select additional columns or remove existing ones, select **Customize Table** in the **File** menu.

5. Enter the UNIT COST for this item.

Purchase Order Detail



6. After entering the COST, you'll probably get a box that asks you if you want to calculate the UNIT PRICE using a mark-up factor. At this point, you probably don't have a mark-up factor yet, but if you did, you could click **Yes** and have the UNIT PRICE automatically calculate. Otherwise, clicking **No** would keep the price and recalculate the mark-up value.
7. Enter the **Product Category** field. This is probably the most important column.
8. Enter the **Min Qty** field. This column will define the Minimum Quantity your system will allow before alerting you that you are LOW in stock. Leave this column blank if you don't want the system to monitor this items inventory level.
9. Enter the **Restock Qty** field. This column is used when you replenish your inventory from the low-inventory warning indicator. If you had a minimum quantity of 5 and a restock level of 10 for this item, when quantity dropped to 5 and you re-ordered, a quantity value of 10 would be automatically ordered.
10. Enter the **Consign?** field. If you are getting this item on consignment from a vendor (the vendor owns the product until you sell it), then set this field to **YES**. It will automatically mark this item as a consignment item when you receive it into your inventory and will notify you that payment is due to this vendor upon selling the item.
11. Repeat this process for all other items you add to the order.

Entering New Products Never Ordered Before

NOTE: It is important to fill out as much data as possible when entering new products that you want created in inventory when the order is received. The more columns of data you fill out now, the better. Note the following important columns that can not be customized.

Total – The extended cost total that includes unit cost multiplied by quantity with the added cost value on top of it. It shows the total cost amount for that line item.

B.O. – Stands for Back Ordered. Clicking the column value changes the box in the row to a checkmark. Check this only when an order comes in, but this line item wasn't received.

For Customer – This value is the ID of the customer that this product was ordered for or assigned to. You won't be entering this value at this point, but see the next section for further detail.

Quoted Price – This is the Unit Price or quoted price value. If you don't change this price value before product is received, then it automatically becomes the new price for the item.

Product Category – You are not allowed to even save a purchase order without this. You must some form of product category before product is received. This system must know where to place the new product in the database.

Product Type – This is the product type field as described in Chapter 1 of this manual which is :

0 = Non-Quantity Item

1 = Misc. One-Of-A-Kind Item

2 = "Kit" or Custom Inventory Item

3 = Standard or Vendor Ordered Item

4 = Weighted Part Item

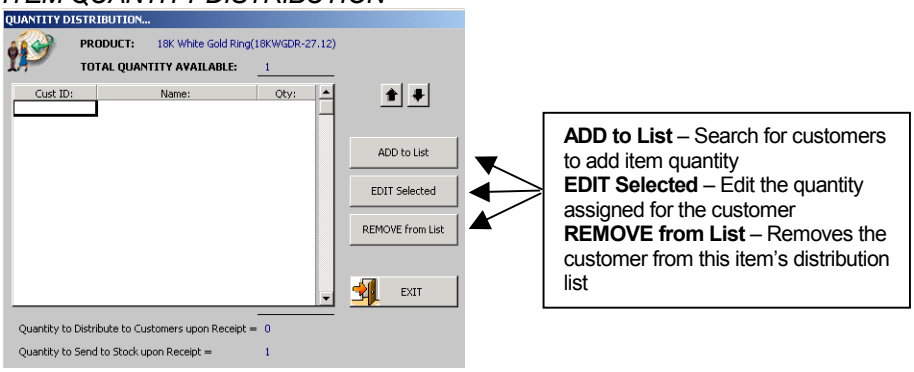
By definition, all items ordered through the Purchase Order system should be a product type 3.

Assigning Items to Customers / The 'Distribution List'

When product being ordered is *assigned* to a specific customer, the product will appear in the customer's **Special Orders** section of their account (the Customer Detail screen).

You can assign each item's order quantity to *different* customers by double clicking on the **For Customer** column for a specific line item in the table. This pulls up the quantity distribution list for that item allowing you to break up the quantity for specific customers.

ITEM QUANTITY DISTRIBUTION


QUANTITY DISTRIBUTION...
PRODUCT: 18K White Gold Ring(18KWGDR-27.12)
TOTAL QUANTITY AVAILABLE: 1
Cust ID:
Name:
Qty:
ADD to List
EDIT Selected
REMOVE from List
EXIT
Quantity to Distribute to Customers upon Receipt = 0
Quantity to Send to Stock upon Receipt = 1
ADD to List – Search for customers to add item quantity
EDIT Selected – Edit the quantity assigned for the customer
REMOVE from List – Removes the customer from this item's distribution list

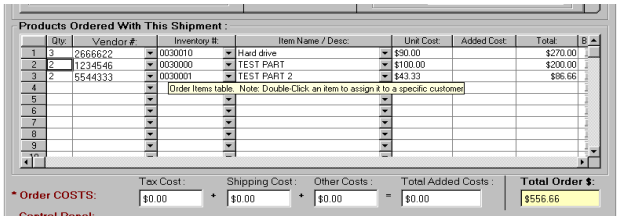
NOTE: If you want to assign the whole order to a customer, put your cursor in the **For Customer ID** field and double click as described in the Assigning a Customer to an Order section of this chapter.

Entering Additional Order Costs

The bottom portion of the screen displays the total order amount from the various line items in the table as well as the additional costs manually entered for tax, shipping, etc.

1. Notice that the total for the order is automatically calculated by the system in the **Total Order $** field.

   Purchase Order Detail – Products Ordered With This Shipment

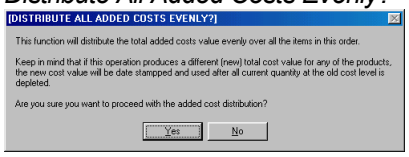


2. Enter tax amounts for the order (if any) in the **Tax Cost** field and hit **Enter**.
3. Enter the cost of shipping (if any) in the **Shipping Cost** field and hit **Enter**.
4. Enter any other associated costs (if any) in the **Other Cost** field and hit **Enter**.
5. The last step involves the distribution of these additional costs into the individual product line items so the inventory costs can be adjusted when the order is received. Notice the column marked **Added Cost** in the table. This is where the additional costs are distributed automatically by the system for each item.

Distribute Costs

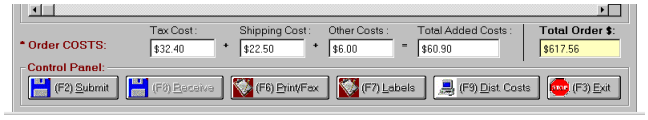
1. To distribute the added costs evenly among the ordered items, click on the **Dist Cost** button or press **F9**.

   Distribute All Added Costs Evenly?


[DISTRIBUTE ALL ADDED COSTS EVENLY?]
This function will distribute the total added costs value evenly over all the items in this order.
Keep in mind that if this operation produces a different (new) total cost value for any of the products, the new cost value will be date stamped and used after all current quantity at the old cost level is depleted.
Are you sure you want to proceed with the added cost distribution?
Yes
No

2. Click **Yes** to distribute the added costs evenly.

   Order Costs



3. Notice that the **Total Added Costs** field (which holds the total additional cost amount) is evenly divided among the items in the above table (in the **Added Cost** column).
4. Now, if you want to reduce the additional costs of certain items and increase others, you can do so by manually adjusting the values in the **Added Cost** column for each item. However, the total of all the rows *must* equal the total value in the **Total Added Costs** field. You can have more added costs than are distributed among the line items, but you cannot have more. To add additional costs to the line items in excess of the total for the order, you must first add to the order cost fields at the bottom of the screen first.

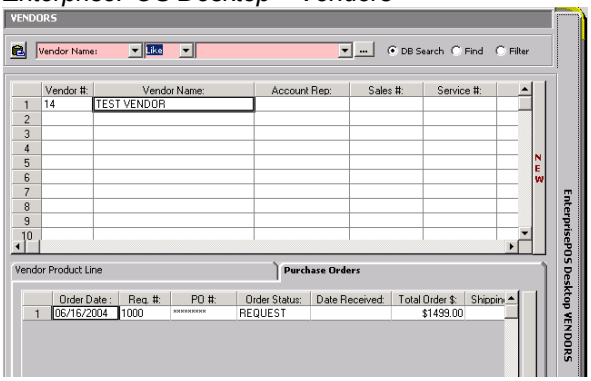
Requisition to Purchase Order Conversion / Assigning a PO

Once all the information has been entered into a purchase requisition, all the designated vendor contact person has to do is approve and convert the requisition to a purchase order for the system to automatically assign the next available purchase order number (PO #). If this designated company / store associate already has a PO # generated from an external accounting software, they can simply enter this value manually.

Finding a Requisition to Approve

From the EnterprisePOS Desktop, click on the **Purchase Orders** tab to view all orders, then click on the vendor at the top. You'll see this vendor's list of purchase orders.

EnterprisePOS Desktop – Vendors

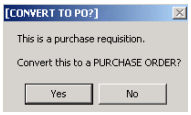


Approving a Requisition

Approving an order requisition simply means you, as the approver, agrees to initiate the order as "official" and authorize eventual payment to the vendor.

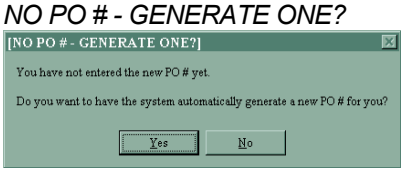
1. First, double-click on the order requisition you have found in your search with the status of REQUEST. The order screen opens up with all order detail for the requisition.
2. Click the **(F8) Convert** button or press the **F8** key.

   Purchase Order Detail – Convert to PO?

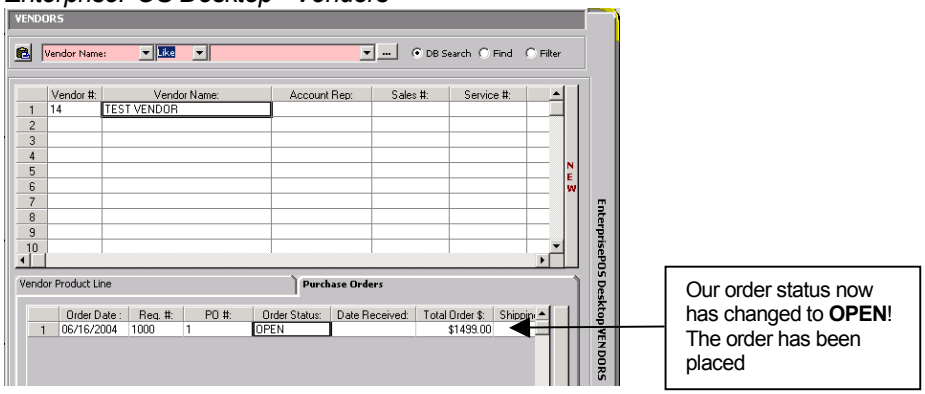
3. Click **Yes**.
4. If you did not enter a purchase order number (PO #) manually on this requisition before clicking the convert button, then the system will ask you if you want one assigned.

   NO PO # - GENERATE ONE?

   
   [NO PO # - GENERATE ONE?]
You have not entered the new PO # yet.
Do you want to have the system automatically generate a new PO # for you?
Yes
No

5. Click **Yes** (unless, of course, you forgot to enter a PO # that you already had. If so, click **No**, enter the PO # in the order, then return to step 1 to start over).
6. The system will assign a PO # and tell you the process finished successfully. The order status then changes from REQUEST to OPEN and is ready to be received when the stock finally arrives in the future.
7. Now click **EXIT** to return to the main screen

EnterprisePOS Desktop - Vendors



Printing or Faxing Orders

Orders may be displayed, printed, or faxed directly from the EnterprisePOS system.

1. Click on the **(F6) Print/Fax** button itself or press **F6** to print the order.

Print or Fax This Form – View It First?

[PRINT OR FAX THIS FORM - VIEW IT FIRST?]
Do you want to VIEW this PO Form before you send it to the FAX or printer?
** NOTE: If you are faxing this form to the vendor, did you remember to switch your default printer to the FAX? If not, you should click [CANCEL] and do this first!
Yes
No
Cancel

NOTE: The *Print or Fax This Form – View It First* popup window asks if you want to view the purchase order first.

2. Click **Yes** to view before printing or faxing. The print preview screen appears before anything is printed or faxed. Then, you can print from the print preview screen using the printer icon on the top menu toolbar.
3. Click **No** to not view it first and send it directly to the printer or fax.
4. Click **Cancel** to stop without viewing, printing, or faxing.

NOTE: The process of faxing from here is no different than printing in EPOS. With a fax modem setup on your computer, the order form can be printed to the fax modem that will forward the document to a designated fax phone number. Most modems will set themselves up as a printer during driver installation for this very purpose. See your computer or modem vendor for more information on how to setup your computer and/or modem to utilize this function.

NOTE: Remember you can customize these reports under the EnterprisePOS Desktop **Reporting** menu.

Submitting an Order

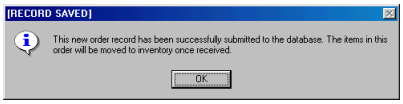
The Submit button is used to save or resave a completed order to the database.

1. When the order is complete, click on the **Submit** button or press **F2**.

   Submit Order Verification

2. Click **Yes** on the order verification popup window to save the order.

   Record Saved

   
   [RECORD SAVED]
This new order record has been successfully submitted to the database. The items in this order will be moved to inventory once received.
OK

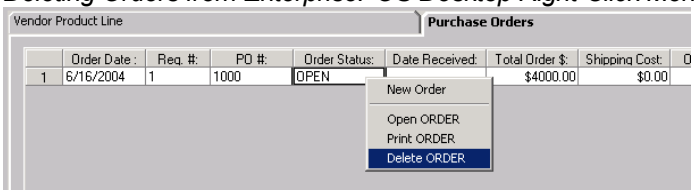
   NOTE: The Record Saved popup window informs you that the new order has been successfully submitted to the database and that the items in the order will be moved to inventory once received.

3. Click **OK** on the Record Saved popup window.
4. Notice that when you click **Exit** and return to the Vendor Detail screen or the EnterprisePOS Desktop, the order appears in the table with the latest changes.

Deleting Orders

Selected orders can be deleted from the EnterprisePOS Desktop by right-clicking then selecting **Delete Order** or with the **F12** key.

Deleting Orders from EnterprisePOS Desktop Right-Click Menu



NOTE: Deleting a received order will *not* reverse the quantity additions to inventory that resulted from the order being receiving. In other words, all received items remain received in inventory regardless if you delete old orders or not.

If you want to completely reverse a received order like it never happened, you'll have to manually reduce the quantities of each product that was received in the order. So, if you made a mistake with an order and want to remove it, make absolutely sure you don't receive it first or you'll be faced with some additional work to reverse the changes.

Placing Orders from the *Stock Shortage* Box

To completely automate your ordering process, you can place orders only when your system tells you you're low on stock. Items low in stock appear in the *Stock Shortage* box in the bottom right corner of the EPOS Desktop.

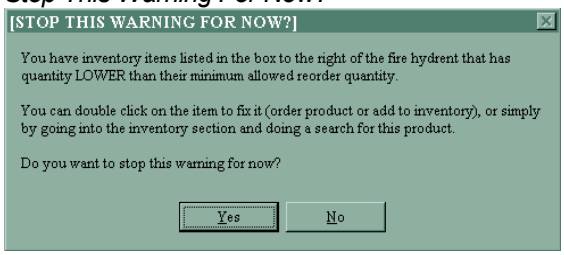
When entering new products within an order for the first time or entering new product directly into inventory, remember to set the Inventory Warning switch on (with the number '1' in the column) and enter a minimum quantity value. This will cause the item to be automatically monitored by the system for any stock shortages. A stock shortage would occur when the total quantity on-hand for the item *drops below* the minimum quantity value.

EnterprisePOS Desktop – Stock Shortage ALERT!

Store inventory numbers that identify "low stock" items appear in the Stock Shortage box. Every user on the network running the EnterprisePOS Desktop (usually everyone except cashiers) will be able to see this stock shortage list and the blinking fire hydrant icon warning.

The continuous blinking hydrant can be annoying for some users, so it is possible to click it and turn it off. However, the box with the low stock items remain in the list.

Stop This Warning For Now?

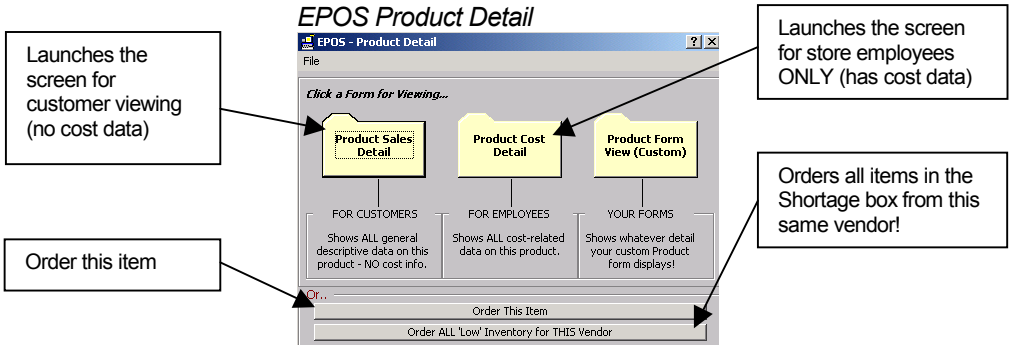

[STOP THIS WARNING FOR NOW?]
You have inventory items listed in the box to the right of the fire hydrent that has quantity LOWER than their minimum allowed reorder quantity.
You can double click on the item to fix it (order product or add to inventory), or simply by going into the inventory section and doing a search for this product.
Do you want to stop this warning for now?
Yes
No

Users can simply double click on the item(s) in the Stock Shortage box to reorder.

NOTE: The only way to remove an item from the Stock Shortage box is to place an order and receive it or increase the quantity directly otherwise the warning indicator will continue to blink.

1. Double-click on an item in the Stock Shortage box. The EPOS Product Detail box appears asking you what to do with the item you just double-clicked on.

EPOS Product Detail


Launches the screen for customer viewing (no cost data)
Order this item
EPOS - Product Detail
File
Click a Form for Viewing...
Product Sales Detail
Product Cost Detail
Product Form View (Custom)
FOR CUSTOMERS
Shows ALL general descriptive data on this product - NO cost info.
FOR EMPLOYEES
Shows ALL cost-related data on this product.
YOUR FORMS
Shows whatever detail your custom Product form displays!
Or..
Order This Item
Order ALL 'Low' Inventory for THIS Vendor
Launches the screen for store employees ONLY (has cost data)
Orders all items in the Shortage box from this same vendor!

NOTE: The EPOS Product Detail screen appears and allows you to review product sales or cost detail, order the selected item, or order all low-inventory items for the vendor (bulk order – a big time saver when ordering ALL low inventory items).

2. If you only want to order the item you clicked on, click the **Order This Item** button and select either a Purchase Requisition or Order.

   NOTE: The Order Detail screen then appears with the line item you selected in it.

3. Enter the quantity of items to be ordered and other information on the screen. See the Entering Order Detail Information section above for details.

4. When finished entering all applicable information for the order, click **Submit**.

   Submit Order Verification

5. Click **Yes** on the order verification popup window.

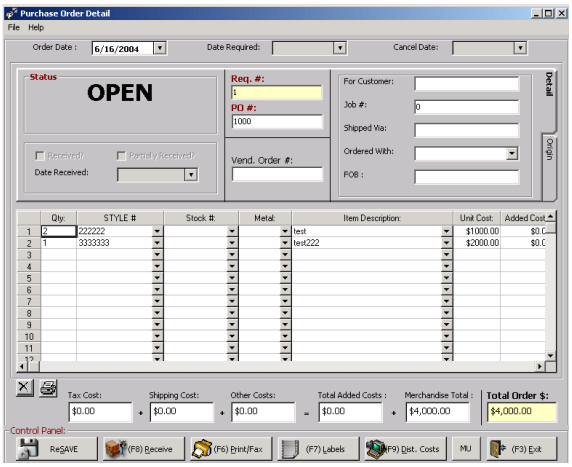
Receiving Orders

When orders have been received, they are immediately moved into stock.

1. At the EnterprisePOS Desktop, select the vendor you want and open up an outstanding order with an OPEN status, then double-click to open it.

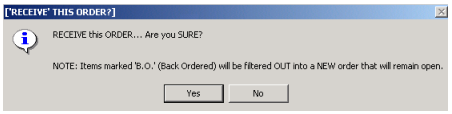
2. Double click on the order that you want to mark for receipt.

   Purchase Order Detail



3. Click the **Receive** button (2nd from the left at the bottom) or press **F8**.

   Receive This Order

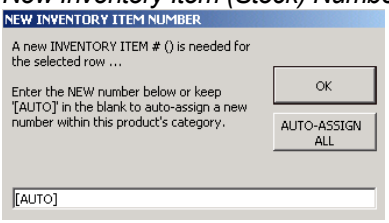

['RECEIVE' THIS ORDER?]
RECEIVE this ORDER... Are you SURE?
NOTE: Items marked 'B.O.' (Back Ordered) will be filtered OUT into a NEW order that will remain open.
Yes
No

NOTE: The Receive This Order popup window asks if you want to mark item in this order as received. It also lets you know that if you marked any items in the table as

back ordered (**B.O.**) it will filter out these items into a new order (since these items have still not been received).

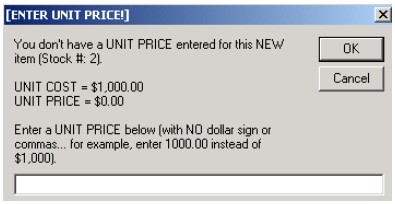
4. Click **Yes** if you want to mark all items as received.
5. If you omitted the stock/inventory numbers for any of the items (which you should for new items), you will get a confirmation box to create these numbers for either this item or ALL items in the order. Just click **AUTO-ASSIGN ALL**.

New Inventory Item (Stock) Number

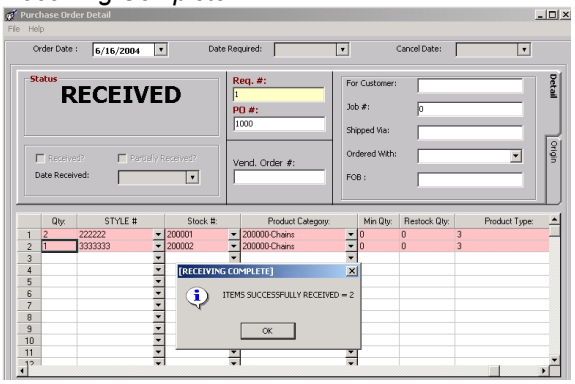

NEW INVENTORY ITEM NUMBER
A new INVENTORY ITEM # () is needed for the selected row ...
Enter the NEW number below or keep '[AUTO]' in the blank to auto-assign a new number within this product's category.
OK
AUTO-ASSIGN ALL
[AUTO]

6. Did you forget a UNIT PRICE column value? If you did, you'll get the following message for each item to enter this value

Enter Unit Price


[ENTER UNIT PRICE!]
You don't have a UNIT PRICE entered for this NEW item (Stock #: 2).
UNIT COST = $1,000.00
UNIT PRICE = $0.00
Enter a UNIT PRICE below (with NO dollar sign or commas... for example, enter 1000.00 instead of $1,000).
OK
Cancel

Receiving Complete



NOTE: The Receiving Complete popup window tells you the total number of line items on the order that was successfully received and committed to inventory as well as any items marked "B.O." (back-ordered) that were filtered out into a new order.

7. Click **OK**.
8. Click **Exit** to return to the previous screen.
9. Notice **Date Received** column now displays the current date indicating its receipt and the order status is now RECEIVED.

Displaying Received Items

1. Double click on the received order.

2. Noticed that the Status is changed from Open to Receive, and all received items appear in pink (shaded) area.
3. From the **Received** status view (above), click the **Print/Fax** button if you want to print an order report.
4. Click **Exit** to return to the previous screen.

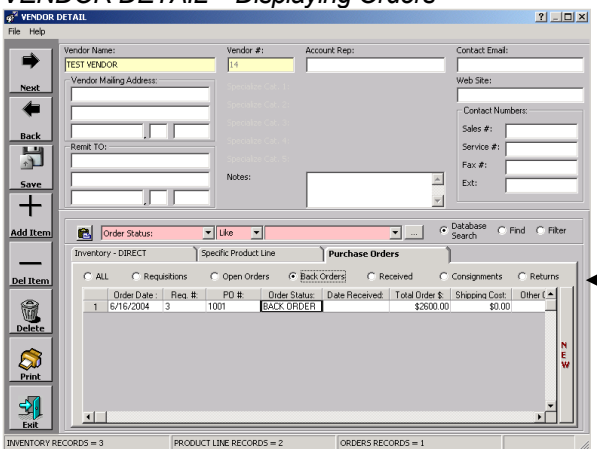
Displaying and/or Receiving Back Orders

After you finish receiving the order with some items marked back ordered, you'll notice the previous order record has split into two order records. One order has a RECEIVED status with a recent delivery time, and the other one having the same PO # with a different requisition #. This new order has a status of BACK ORDER.

The back orders function exactly as OPEN orders since both types of orders have product waiting to be received. The only difference between the two is how they came to be. The "back order" was spawned from an existing order, and the "open order" was saved as *new* by a user.

NOTE: From within an opened vendor screen, you can click the **Back Orders** option box under the **Orders** tab to quickly display only the back order items.

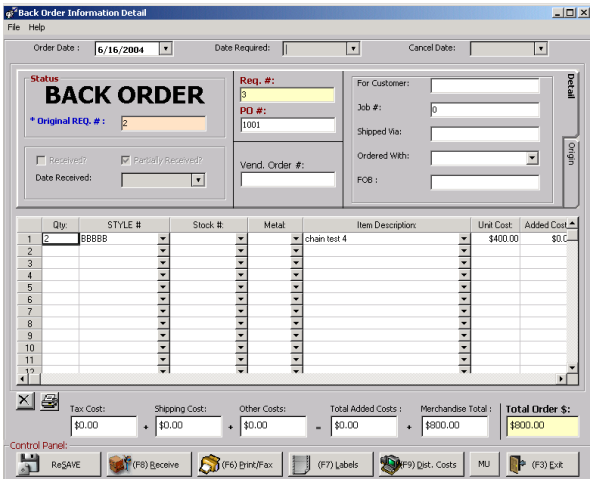
VENDOR DETAIL – Displaying Orders



Click an option button to show all orders of a specific type for this vendor in the table below

1. Just as before, simply double click on a back order to open it.

Back Order Information Detail



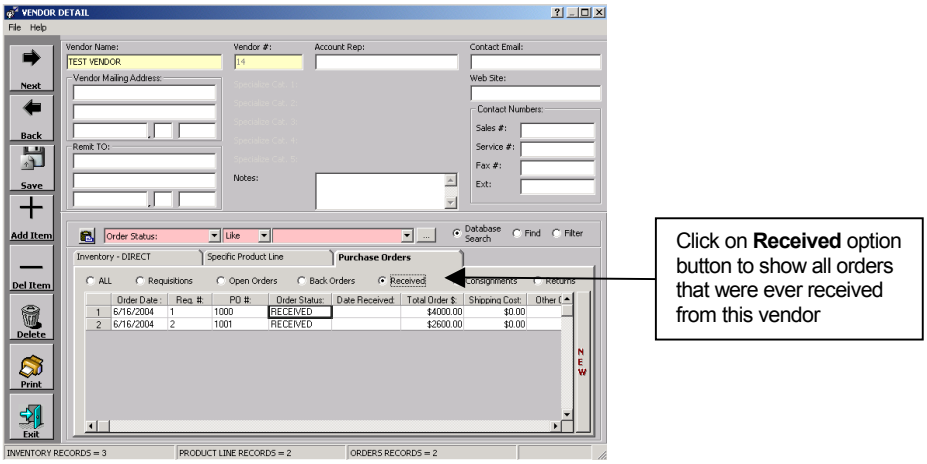
2. Notice that **Back Order** appears in the **Status** portion along with the **Original Req. (order) #.**
3. To receive the back order, click the **Receive** button or press **F8** just as before with an OPEN order.

Displaying Received History

The Enterprise POS system tracks and records a received order history for each vendor. This history can be used to review the vendor's ability to provide on-time orders and track how often orders were back ordered or received past the required date.

1. Double click on the vendor for which you want to display order history.
2. Click on the **Order** tab and click on **Received (History)**.

Vendor Detail



3. Scroll through the list of received orders to review the historical information or double-click an order record to select it.

Chapter 4. Inventory Control

This chapter covers the aspects of EPOS inventory control. This chapter covers aspects of entering inventory DIRECT (outside of the Sale-Order process described previously) as well as accounting for damaged or repaired merchandise. The **Inventory** section of the EntprisePOS Desktop contains two tabs: **Stock** and **Repairs / RMAs**, each of which are discussed in this chapter.

What you will find in this chapter…

Stock Tab 2
- Search for Inventory Items 2

Entering New Inventory 3
- Saving Product Detail 7
- Adding New Stock – Final Summary 8

Displaying / Printing Product Details 8
- Product View for Customers (Read Only) 8
- Printing Product Detail 9

Repairs/RMAs Tab 10
- New Repair Entry Methods 10
- Entering New Repairs 12
- Entering Services to be used in Repairs 14
- Create a Work Order 17
- Save Work Order 21
- Adding a NEW Repair to Stock 22

Inventory Area Reports 23

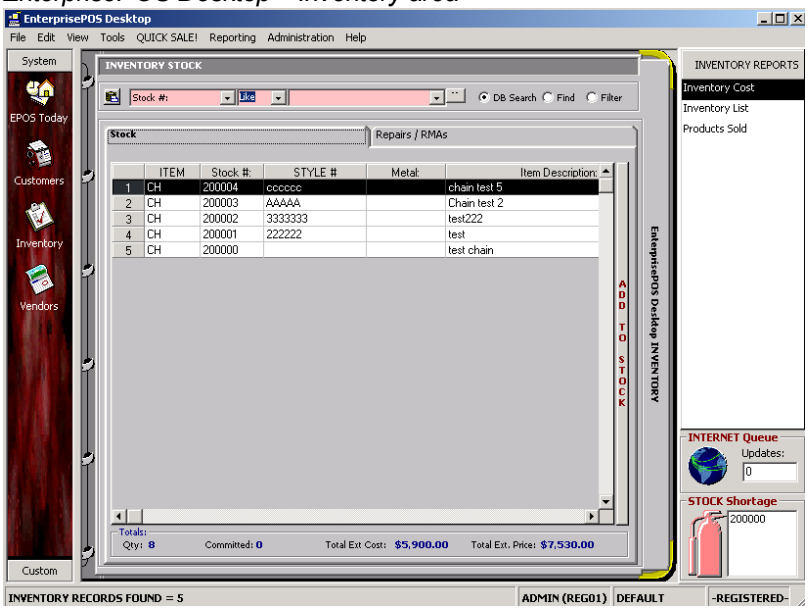
Stock Tab

The Stock tab provides an Inventory Snapshot of all products in inventory and allows adding new items directly into the inventory (referred to as entering inventory “DIRECT”).

1. Click on the **Inventory** button on the left of the EnterprisePOS Desktop.

2. Click on the **Stock** tab.

EnterprisePOS Desktop – Inventory area



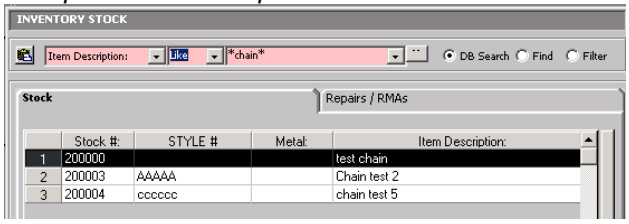
NOTE: The Inventory area, just like the Vendors area in the previous chapter, contains the same search functions and adhoc query engine at the top of the screen.

Search for Inventory Items

1. Click on a column to search on, e.g., **Product Name**.
2. Enter the search criteria in the box to the right including any wild cards if necessary, e.g., ***chain***, then hit **Enter**.

NOTE: Hitting **Enter** in a blank criteria field will display ALL products in the database.

EnterprisePOS Desktop – Stock Search results

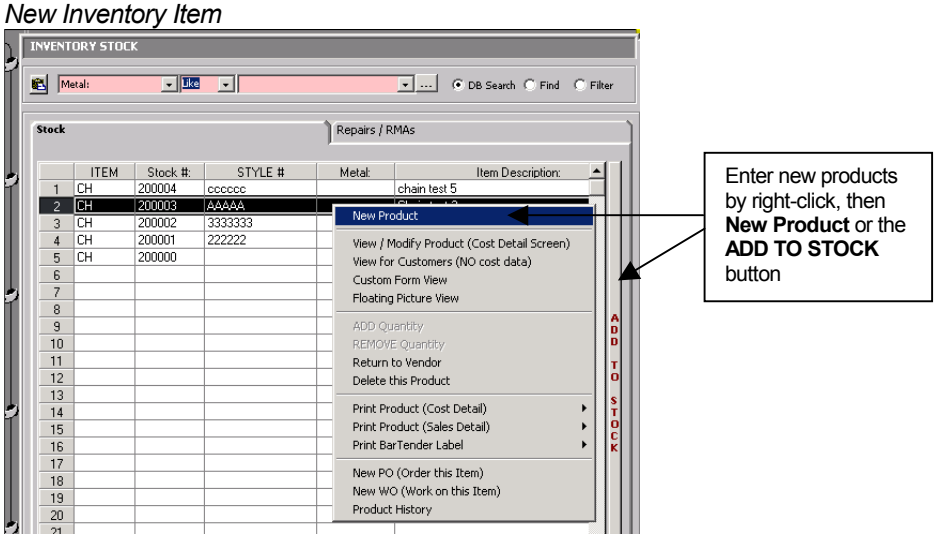


NOTE: If you compare the last screen shot with this one, we can see the list of items in the table went from 5 (all of them) to 3 (only the ones with “chain” in their name). See the section on searching for data in Chapter 2. These techniques also apply here.

Entering New Inventory

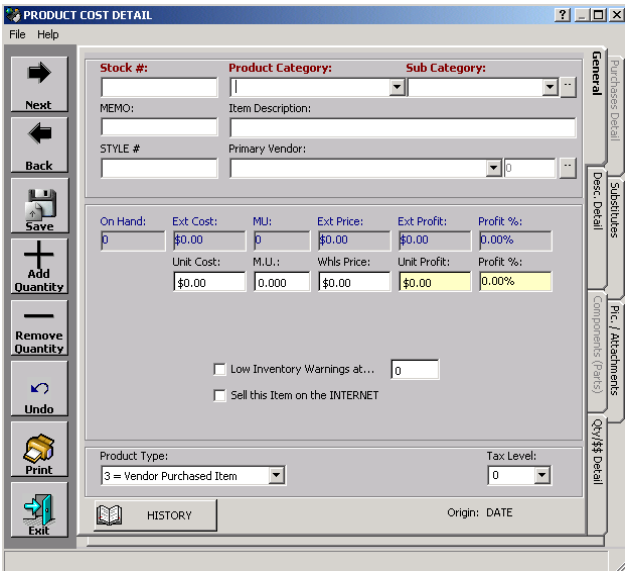
1. From the EnterprisePOS Desktop *Inventory Stock* tab, Click the vertical **ADD TO STOCK** button on the right-hand side of the table or right-click anywhere in the table and select **New Product**.

New Inventory Item



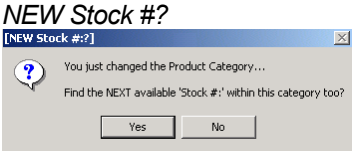
2. The product cost detail screen then appears awaiting input of the new inventory item(s).

Product Cost Detail Screen – Blank



3. Select a product category in the **Product Category** dropdown box.

NEW Stock #?



4. To automatically assign a stock # within this category, click **Yes**.

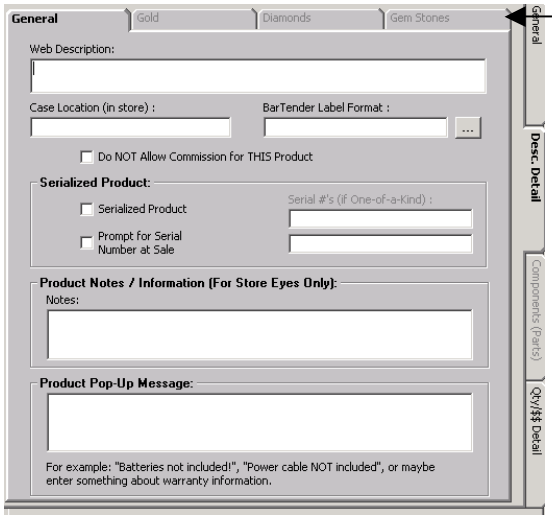
5. If applicable, enter a **Sub-Category** in the box to the right of the product category.
6. Below the product category field is the item description or product name, you must have this item valued. Enter this now.
7. Select a **Vendor** in the box below the item description / product name field.
8. Enter other numbers to the left below the stock # if applicable (these are optional).
9. Click **Add Quantity** and add the number of items you have in stock.
10. Enter any **Cost / Price** information in the middle portion of the screen.

    NOTE: Entering the M.U. (mark up factor) will automatically determine price.
11. Set the **Product Type** in the dropdown box below (service, one-of-a-kind, custom kit, vendor ordered item, or weighted part).
12. Check the **Low Inventory Warnings at…** if you want to set the quantity level that the system warns you when stock is "low".
13. If you are using the Internet Update utility to update your website as product data changes, then select the **Sell this Item on the Internet** option.
14. If this is a normal, taxable item, you can leave the **tax level** at 0, otherwise select 2 for a taxable item at a certain sale price, or 3 for a non-taxable item.
15. Enter any descriptive data (if needed) on other tabs, then click **SAVE**. Notice the record appears in the Desktop table in the background.
16. You can go back to step 2 to select another product category and repeat this process to enter another new inventory item.

Tabs (Product Details)

Desc. Detail – provides for recording detailed descriptive information including serial number requirements, and related documents

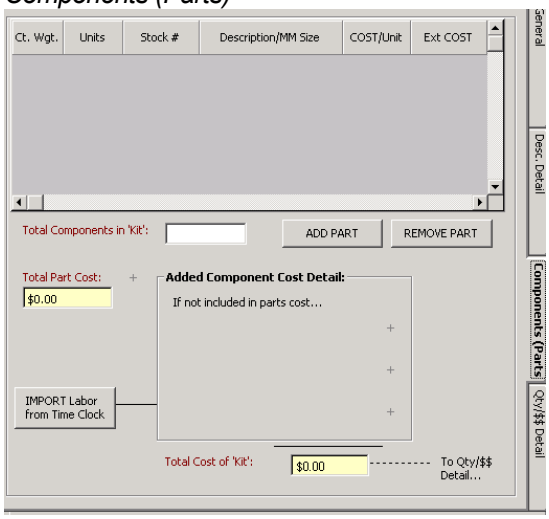
Desc. Detail Tab



General tab – Used for customizable description fields (top field is a further description of the product, case location is where the item is located in the store, etc.). You can also set a specific barcode label format used by **BarTender** software, setup this product to not calculate sales commission, and enter serial numbers (if applicable). Finally, this tab has store-only product notes and a "pop-up message" box when this item is selected at the point-of-sale.
Other tabs – You can have up to 3 other descriptive detail tabs (all customizable) to further describe the product based on type.

Components (Parts) – (For Product Type 2 – Custom Kits ONLY) Includes all component-level raw material detail for a kit product.

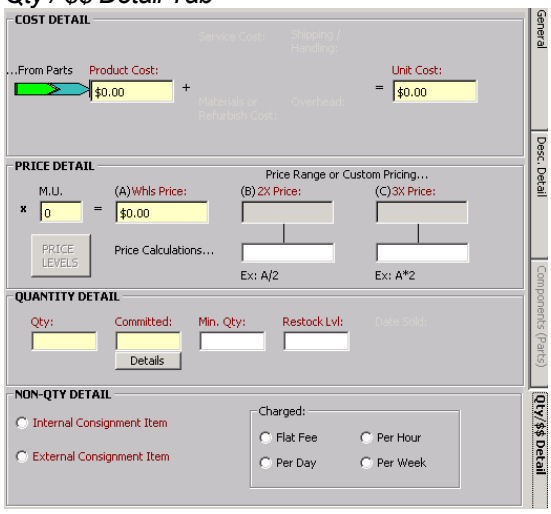
Components (Parts)



Changing the **Product Type** on the **General** tab to 2 (a custom kit) will enable this tab which includes all components of this custom in-store created product. Click **ADD PART** to add raw materials (other items from inventory) to this product. The costs for the items will get tallied in the **Total Part Cost** field. You can customize additional cost fields on this screen if you want further cost detail or even **IMPORT Labor** (service cost) from the Time Clock module to total at the end in the **Total Cost of Kit**

Qty / $$ Detail – Has more quantity, cost, and pricing detail

Qty / $$ Detail Tab



Cost Detail – Includes raw product part cost (from **Components (Parts)** tab if applicable) and any customized additional costs to equal the **Unit Cost**

Price Detail – Includes the **M.U.** (mark up) from the **Unit Cost** to obtain the **Unit Price**. There are 2 additional min/max price fields you can also add based on a price formula (see below) *

Quantity Detail – Shows all quantity information

Non-Qty Detail – Detail for non-quantity items (Service products – type 0)

* Price formulas are basic calculations used to automatically create other price derivatives of the unit price field.

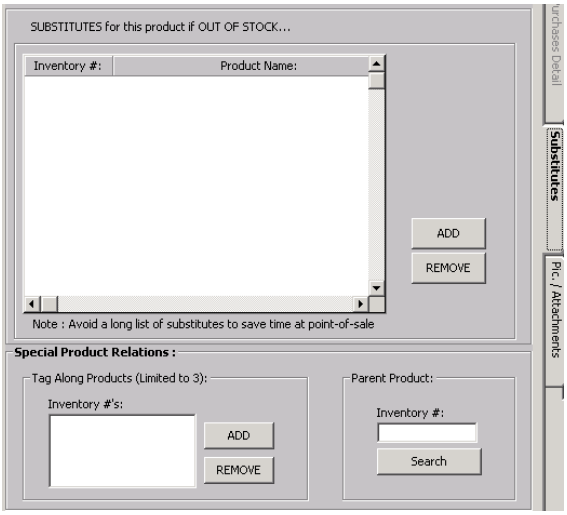
The unit price field is referred to as variable “A”, the first price derivative is referred to as variable “B”, and the 3rd price is variable “C”. You can use these variables in basic algebraic formulas for automatic determining the other 2 prices.

Some examples include :

1. A/2 – The Unit Price (A) divided by 2
2. A*2 – The Unit Price (A) multiplied by 2
3. A+B/2 – The Unit Price (A) and first price derivative added then divided by 2 (you would do this in the C price only)

And so on…

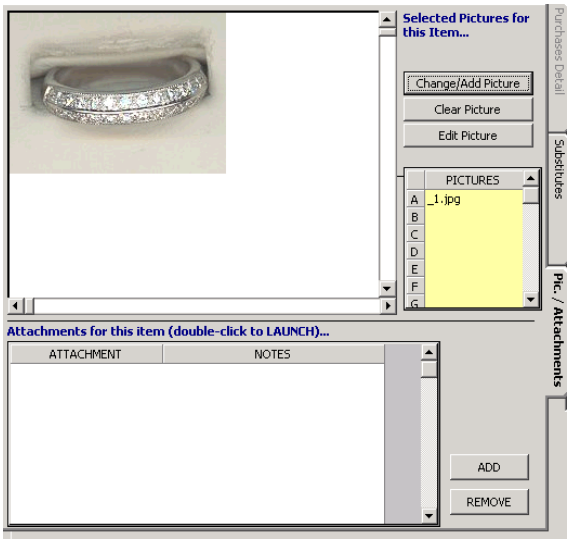
Substitutes – When this product is selected at the point of sale, this tab defines what "extra" items are included along with this product or when it is out of stock.



Click **ADD** next to the top table to enter some alternative products for when this product is out of stock or **REMOVE** will remove the substitutes from the list

Special Product Relations – This identifies any **Tag Along Products** or other stock items that may also be included at the point of sale when this item is selected (such as batteries, a special container, specific cleaning products, an appraisal, etc.). The **Parent Product** is only used when this item is a sub-item of another

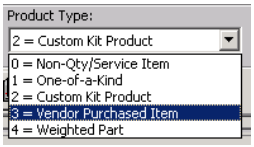
Pic. / Attachments – Where any pictures or attachments for this product are held.



Click **Change/Add Picture** to add a picture to the product. There is no limit to how many pictures you can add. You may want to add various angles of the same picture so when you click on down the picture list it shows all angles of the item. **Clear Picture** removes the picture from the list and **Edit Picture** will open it for editing.

Click **ADD** under **Attachments** to add an item that you want to be able to launch from this product (like a Word document or something).

Product Types


Product Type:
2 = Custom Kit Product
0 = Non-Qty/Service Item
1 = One-of-a-Kind
2 = Custom Kit Product
3 = Vendor Purchased Item
4 = Weighted Part

Remember the **Product Type** field (along with the **Product Category** field) on the **General** tab are equally important and need to be fully understood. You need to make sure you select the proper "type" of product, so your product will behave properly throughout the system. You should double check to make sure this field is correct before saving. For more detail on the various Product Types, see Chapter 1.

Button Bar

Next – Moves to next product record (only in product edit mode)

Back – Moves to previous product record (also only in product edit mode)

Save – Saves the product

Add Quantity – Adds quantity to this product

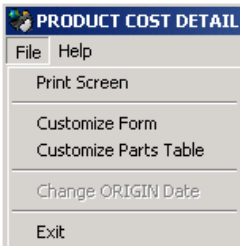
Remove Quantity – Removes quantity from this product

Undo – Undoes all changes (good for playing with the numbers without saving)

Print – Prints a detailed product information report

Exit – Exits this screen

Product "File" Menu



Print Screen – Just sends the displayed portion of the screen to the default printer

Customize Form / Parts Table – Launches the Customizing Utility to allow you to add/remove fields, change field names, customized the parts table columns, etc.

Change ORIGIN Date – (Only when editing an existing product) Allows you to change when the product was created

Exit – Exits this screen

Saving Product Detail

1. When you have completed entering all the necessary information for the new product on the Product Cost Detail screen, click on the **Save** button.

   Save Verification

2. Click **Yes** on the Save Verification box or click **No** to return to the Product Cost Detail screen without saving.

   Record Saved

3. Click **OK** on the Record Saved popup window.
4. Notice that the new product now appears in the background table.

Adding New Stock – Final Summary

In summary, we have seen that new stock can be entered in a number of ways.

- **Adding DIRECT : Entering Stock Directly into Inventory**
  1. **Within the Vendor Record** – After opening a vendor record, the **NEW** vertical button next to the inventory table can be clicked to add product directly to inventory under a vendor's account.
  2. **From the EnterprisePOS Desktop – Inventory Area** - inventory can be entered straight into the Stock tab by clicking the vertical **ADD TO STOCK** button.
- **Purchase Orders : Ordering New Stock**

  A new Purchase Order can have new product items entered into the order. Upon receiving of the order, new product items in the order are then moved into inventory. See Chapter 3 for more details on this process.

Displaying / Printing Product Details

Once a product is in the database, the product inventory record can be accessed at any time and does not go away regardless if it is sold out or not. If all quantity is sold, it will simply remain in the system with a zero quantity waiting to be reordered, remade, or removed.

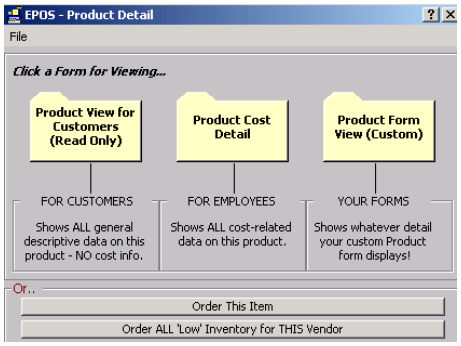
From the main EnterprisePOS Desktop, the following steps demonstrate how to view and print product records.

Product View for Customers (Read Only)

To display a customer / sales view for product detail (displays all descriptive data, pictures, and pricing, but NO cost information), do the following.

1. From the EnterprisePOS Desktop Inventory section, make sure the **Stock** tab is selected.
2. Apply the search criteria discussion in Chapter 2 to find the product you're looking for in the table below, then **double-click** the product to open it. A dialog screen appears for you to select how you wish to view the product data.

EPOS Product Detail


EPOS - Product Detail
File
Click a Form for Viewing...
Product View for Customers (Read Only)
Product Cost Detail
Product Form View (Custom)
FOR CUSTOMERS
Shows ALL general descriptive data on this product - NO cost info.
FOR EMPLOYEES
Shows ALL cost-related data on this product.
YOUR FORMS
Shows whatever detail your custom Product form displays!
Or..
Order This Item
Order ALL 'Low' Inventory for THIS Vendor

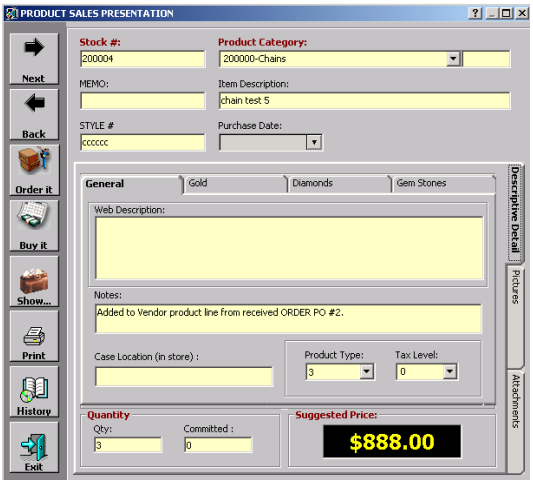
Product View for Customers – An aid for sales staff. It shows all product detail without any cost information

Product Cost Detail – All product detail (the screen discussed previously)

Product Form View – If you designed your own product screen, you can select and use it here

3. Click on the **Product View for Customers (Read Only)** folder.

Product Sales Presentation Screen



Next button – Moves to the next product in the table

Back button – Moves to previous product in the table

Order It button – Places an order for this item

Buy It button – Purchases this item

Print button – Prints any detailed reports (with no cost data)

History button – Shows product history

Exit button – Exits this screen

NOTE: The Product Sales Presentation screen allows you to show the customer all detailed information regarding the product without any cost detail. All fields on this screen are also included on the Cost Detail screen covered in the previous section of this manual. However, here all the fields are read-only (can't be changed).

NOTE: This screen can also be launched at the point-of-sale from the inventory search screen. This gives cashiers a great way to display detailed product information or product pictures to the customer.

Printing Product Detail

Both the Product Cost Detail and the Product Sales Presentation screen have a **Print** button used to generate reports to the screen or printer.

These reports are customized under the EnterprisePOS Desktop's **Reporting** menu. These reports can be Crystal Report templates, Microsoft Word documents, or Microsoft Excel spreadsheets.

Desktop Reporting Menu

Setup Reports – Where you configure report printing or exporting, report design, or special operations.

Designers – These 4 report designers allow you to build a Crystal report, a Word document, an Excel spreadsheet, or a BarTender barcode label and print it right from EPOS like a regular report with all associated data sent to the application.

Labels / Auto-Reporting – Labeling and automatic reporting tools.

For more detail on changing reports, see the chapter on reports later in this manual.

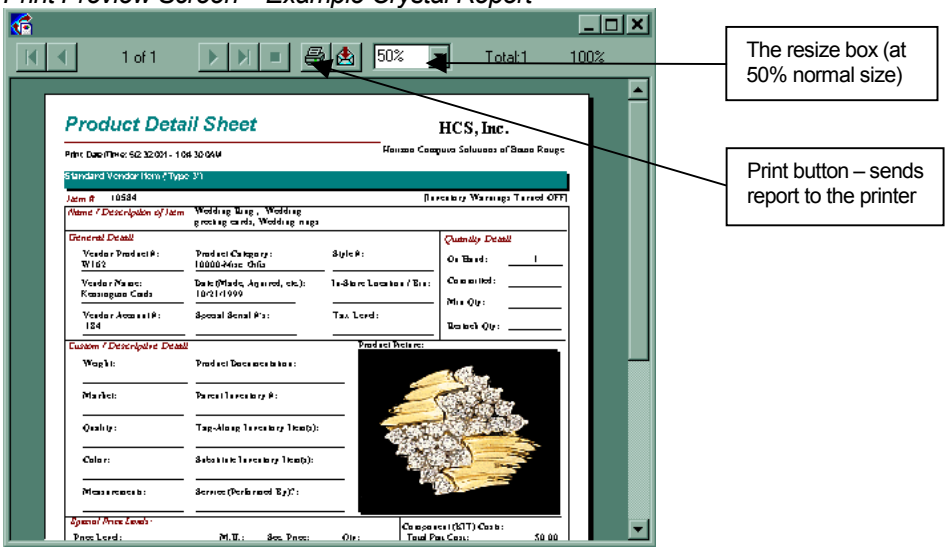
1. From any product screen, click the **Print** button. If you have more than 1 report assigned to the screen (from **Setup Reports** under the Desktop's **Reporting** menu), then a list of reports will display for your selection.

Print Report List Example

In this example, the user has 2 reports setup to print in the product detail screen, one is a Crystal Report (rpt file), the other is a Word document.

2. Resize the print preview window using the mouse. Position the mouse over the edge of the print preview window, you'll notice the mouse arrow change. Then, hold the left mouse button down and drag one side of the window outward until the window opens up enough for your viewing pleasure.
3. Use the resize box to change the size of the report in the window (makes it easier to read).
4. When you're finished viewing it and want to send it to the printer, simply click the print icon at the top of the window.

Print Preview Screen – Example Crystal Report



For more detail on the report preview screen shown above, see **Chapter 9 – Report Engine**.

Repairs/RMAs Tab

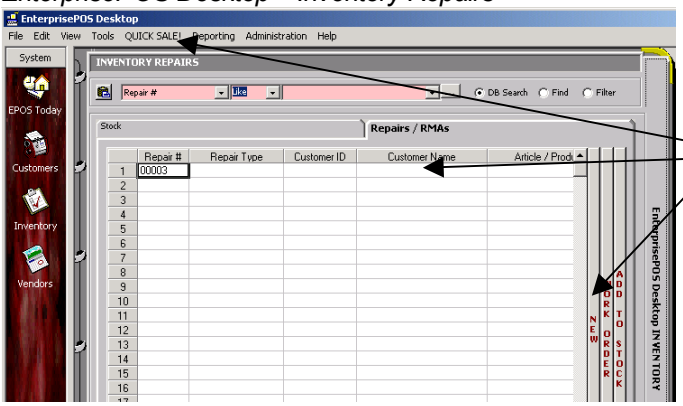
The Repairs / RMAs tab displays items that have been returned or sent to a vendor for repair. It allows scheduling new repairs and work orders and provides the ability to return newly repaired stock back to inventory.

New Repair Entry Methods

There are 2 places to enter a new repair.

1. From the EnterprisePOS Desktop, in the **Inventory** area under the **Repairs / RMA** tab. From this table you can right-click in the table and select **New Repair(s)** or click the vertical **NEW** button next to the table. Either way will open the new repairs entry screen for the entering of items that are needing service of some kind (whether they are in your inventory as of yet or not). Entering repairs from here does not automatically assume that the item or items to be repaired came from a customer although it may have. From here you have the option of entering general repairs and leaving customer information blank.

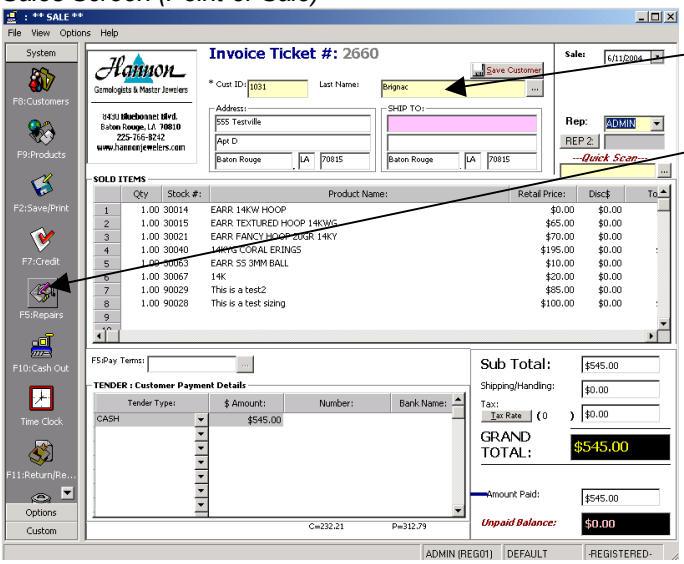
EnterprisePOS Desktop – Inventory Repairs



Entering new repairs at the Point-of-Sale for a customer, click **Quick Sale** (see below), or click **NEW** on **Repairs** tab, or right-click **New Repair(s)** in the repairs table

2. From the sales (or **QUICK SALE**) screen. If you click the **QUICK SALE** button from the Desktop, you'll begin a new sale for a customer. After the customer is selected, you can click a **Repairs** button on the left-hand side of the sales screen to enter new repairs specifically for a customer. As mentioned previously, entering repairs from the Desktop are general repairs whereas entering them from the sales screen always assumes they are for the customer selected.

Sales Screen (Point-of-Sale)



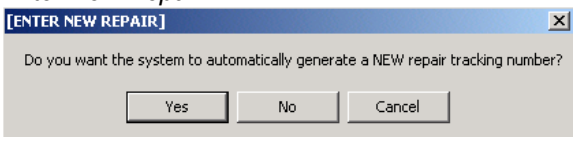
Step 1 : The customer was selected on the ticket first

Step 2 : Then **Repairs** is clicked to enter new repairs or view existing repairs specifically for this customer.

Note: The above screen shot is after a completed sale. You can enter repairs at any time after the customer is selected whether the sale is new or existing.

After one of these two methods for new repairs are selected, the system wants you to assign a new repair or ticket number. This is any unique identifier for the repair. If you do manual repair slips, you can manually type in the number or allow the system to automatically assign it.

Enter New Repair

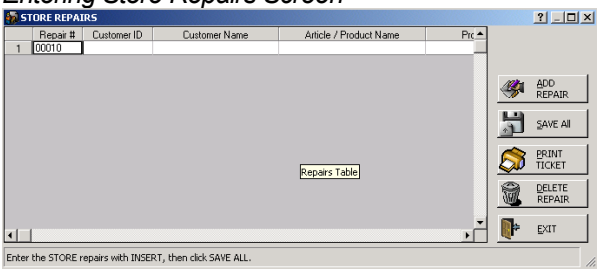


Click **Yes** to have the system automatically assign a repair number.

Entering New Repairs

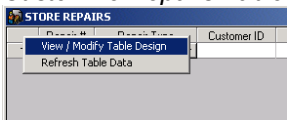
Initially, when entering new repairs from the EnterprisePOS Desktop, you'll notice a few extra columns pertaining to the customer. These can be blank. If entering repairs from **Quick Sale**, this data is stored behind the scenes from the invoice customer data. These Desktop-entered repairs are also missing a button to copy the selected repair or repairs into the invoice ticket.

Entering Store Repairs Screen



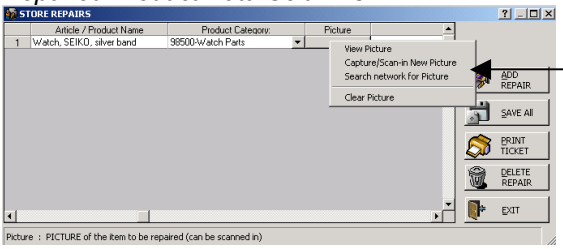
NOTE: You can right-click in the top left corner of the table and select **View / Modify Table Design** to add or remove columns you don't need. Some of the steps in the following section may be unnecessary for your store's needs. Simply use this feature to remove these unneeded columns.

Customize Repairs Table



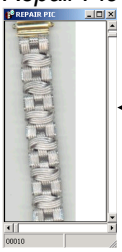
1. The initial repair number is shown in the first column (either automatically generated by the system or manually entered). Hit enter for the next column.
2. When entering repairs directly from the EnterprisePOS Desktop, you'll have some customer columns (not shown when entering from Point-of-Sale). You can double-click to select an existing customer or enter the information from scratch. Then hit enter to skip past each customer column.
3. You now need product data about the item being repaired. The following columns are important for data entry of the product to be repaired (the order of these columns depends on your customizations).
    a. **Article / Product Name** – a brief product description (can double-click this column to search inventory if it is a stock item)
    b. **Product Category** – categorize this product based on your own product categories
    c. **Picture** – for insurance purposes, you may want to take a snapshot of the item using this button

Repaired Product Data Columns



If you have a scanner or digital camera hooked up, you can scan it in here or search the network to add a picture file.

Repair Pic

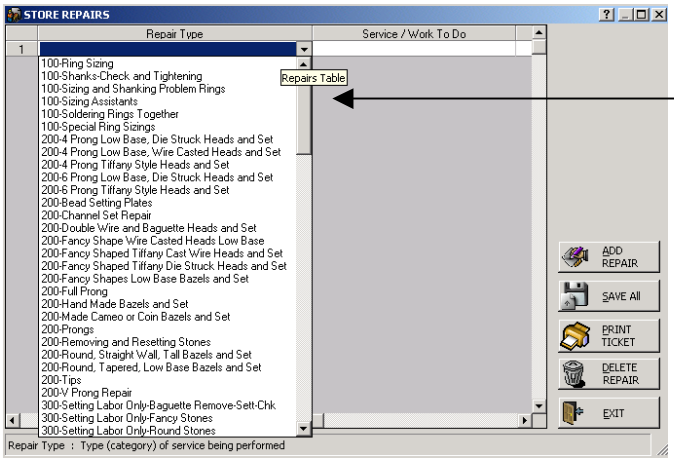


Clicking **View Picture** after adding the picture file will bring up a photo of the item that can be resized for more detail.

4. **Repair Type :** Next you need to enter what type (or category) of service is to be performed in the **Repair Type** column. This can be defined as the service product *category* of the job to be performed. The dropdown selection list for **Repair Type** can be populated one of two ways.

    a. Entering combo-box entries directly into the Repair Type column while customizing the repairs table

    b. Using a Product Category called **Repairs** and entering sub-categories for it – these sub-categories when then display here

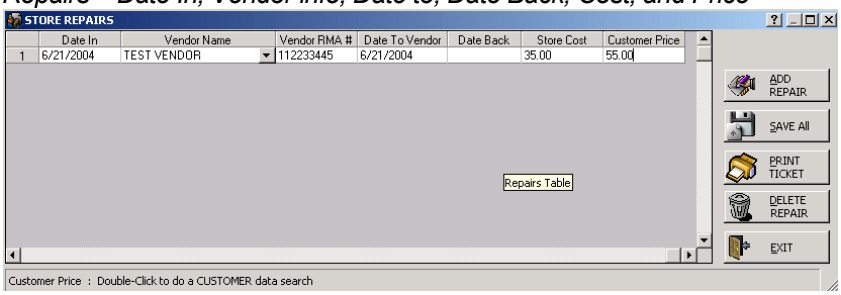

STORE REPAIRS
Repair Type
Service / Work To Do
100-Ring Sizing
100-Shanks-Check and Tightening
100-Sizing and Shanking Problem Rings
100-Sizing Assistants
100-Soldering Rings Together
100-Special Ring Sizings
200-4 Prong Low Base, Die Struck Heads and Set
200-4 Prong Low Base, Wire Casted Heads and Set
200-4 Prong Tiffany Style Heads and Set
200-6 Prong Low Base, Die Struck Heads and Set
200-6 Prong Tiffany Style Heads and Set
200-Bead Setting Plates
200-Channel Set Repair
200-Double Wire and Baguette Heads and Set
200-Fancy Shape Wire Casted Heads Low Base
200-Fancy Shaped Tiffany Cast Wire Heads and Set
200-Fancy Shaped Tiffany Die Struck Heads and Set
200-Fancy Shapes Low Base Bazels and Set
200-Full Prong
200-Hand Made Bazels and Set
200-Made Cameo or Coin Bazels and Set
200-Prongs
200-Removing and Resetting Stones
200-Round, Straight Wall, Tall Bazels and Set
200-Round, Tapered, Low Base Bazels and Set
200-Tips
200-V Prong Repair
300-Setting Labor Only-Baguette Remove-Sett-Chk
300-Setting Labor Only-Fancy Stones
300-Setting Labor Only-Round Stones
Repairs Table
ADD REPAIR
SAVE All
PRINT TICKET
DELETE REPAIR
EXIT
Repair Type : Type (category) of service being performed

In this example, the system located a **Product Category** with the word "repair" in it. Within this category, the system found a list of sub-categories in which it used for the **Repair Type** column. This is easier than manually entering default selections for this column.

5. Immediately following the **Repair Type** field should be the **Service / Work to Do** column. Here you can double-click it to see a list of available services for this sub-category Repair Type selected, or manually type what service work is to be done.

6. **Dates and Cost data** : The remaining optional fields include information you may or may not wish to track. You can customize the table to not show these columns.

Repairs – Date In, Vendor info, Date to, Date Back, Cost, and Price



a. **Date in** – Date the product came in for repair from the customer or store (defaults to today's date and will automatically store this date each time if the column is removed – here you have the option of modifying it)

b. **Vendor Name** – External service provider (if applicable)

c. **Vendor RMA #** - The vendors Returned Merchandise Authorization number, or the number the vendor gives to you when you send their product back

d. **Date to Vendor** – The date the item was sent to the vendor

e. **Date Back** – The date the item was received from the vendor

f. **Pickup Date** – The date the item was picked up from the customer (Note, it is not shown above. If you don't place it as a column, the system will automatically record the date that it was entered into an invoice or "paid for". The system assumes the date the customer pays for it is the pickup date. If this is not the case, you should customize the table and add the column.)

7. Click **SAVE ALL** when you're sure all relevant data has been entered.

8. Click **EXIT** to return to the Desktop or the Sales screen.

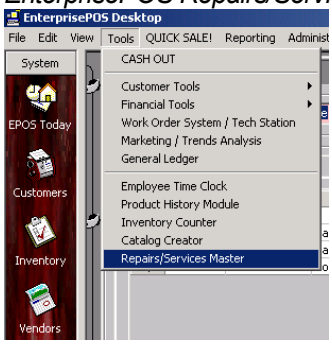
NOTE: Double-click back on any repair from the EnterprisePOS Desktop or click the **Repairs** button again from the sales screen in order to view the repairs you just entered to make additional changes if needed now or at a later date. After any changes are made, simply click **SAVE ALL** again to commit those changes to the database.

Entering Services to be used in Repairs

Services, just like your regular store inventory, are considered *products* in EnterprisePOS. They are Product Type 0 (zero) inventory that stand for non-quantity products. Service items can be used in the **Work to Do** column when entering repairs or creating Work Orders (in the following section).

To enter these products, there is a tool called the Service Master under the Tools menu of the EnterprisePOS Desktop.

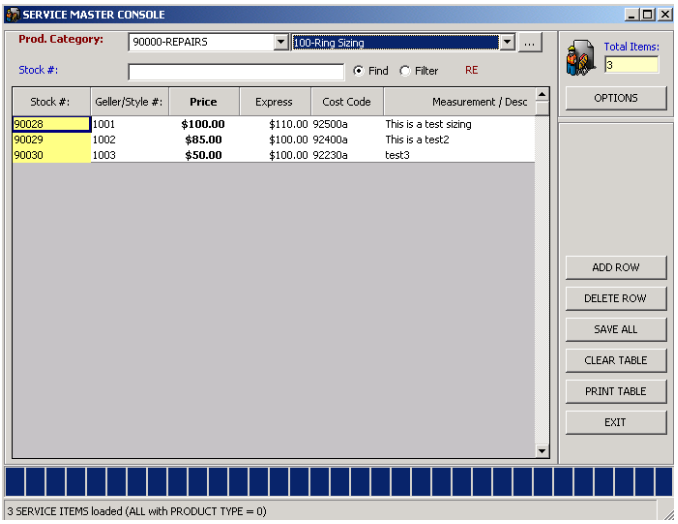
EnterprisePOS Repairs/Service Master



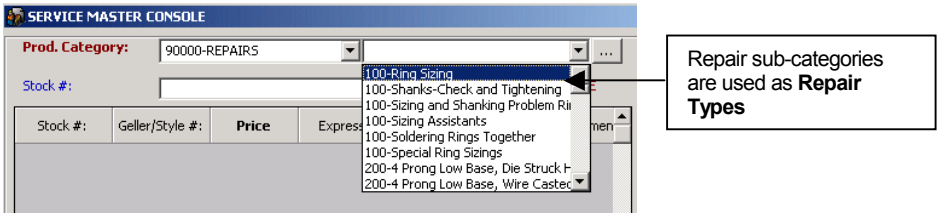
This runs a separate program with the filename **ServiceMaster.exe**.

The Service Master Console opens right up ready for you to begin entering new service products.

Service Master Console



You can then select your **REPAIRS** product, and see a list of all sub-categories (or **Repair Types** as defined in the previous section) in the box to the right of the category selected.



Once you have selected the correct repair category and sub-category (repair type), you can start entering data. The system asks you to “refresh table” after each category selection as a check to pull in the existing products of this category or not since the list could be long.

1. With the selected category and repair type selected at the top, click **ADD ROW**. This will generate new stock numbers for these service products within the REPAIRS category.
2. **Style #** - This can be any number you select (the vendor’s product number, for example).
3. **Price** – The retail price for the customer which may or may not include parts.
4. **Express** – The maximum price they “could” pay if not paid on time after service is completed (an incentive to pay)
5. **Cost Code** – This can be a tool that determines a wealth of information for you. If used properly, it can track for you the service cost, part cost, the commission for your service provider employee or vendor, profit per job, etc.

   Format for the cost code field is as follows : #PPPPa

   # = Any bogus number to throw off a customer, usually 9 is used

   PPPP = The total *labor charge* (no parts) where the last 2 PP values are the decimal points, for example 2350 would be for $23.50

   a = Cost commission factor (percentage for service provider)

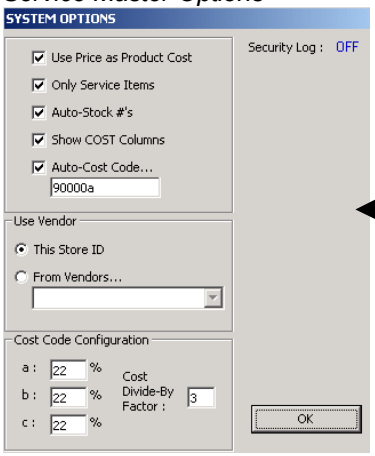
   See below for examples of how the cost code is used.

6. Finally, enter a description of the service in the last column. This becomes the “Product Name” field after the data is saved to inventory.
7. Hit **Enter** on the last column and a new service product row will be entered and the next stock number will automatically generated.
8. After all products are entered in this category and sub-category, click **SAVE ALL** to save all your changes to the database.

Using the Cost Code and Service Master OPTIONS

There are settings in the Service Master to improve data-entry and to further verify the cost calculations are being done correctly. You should check these settings before too much effort is put into data entry. These settings can be found under the **OPTIONS** button.

Service Master Options



Use Price as Product Cost – Will treat the **Price** column as the **Unit Price** in inventory when the SAVE ALL is done (if checked and a cost code is not used, the price entered here also becomes the product’s cost instead of 0).

Only Service Items – Shows only items with a Product Type 0 (services) in each category selected (otherwise non-service items would clutter the table!)

Auto-Stock #’s – Generates a new stock number automatically when a new row is added

Show COST Columns – Shows all hidden cost columns

Auto-Cost Code – Default cost code to use each new row

Vendor – The default vendor to use for all items in table

Cost Code Configuration (See below)

The **Cost Code Configuration** section under **OPTIONS** defines both the letter at the end of the cost code (the service provider commission or labor *cost*) and the part **Cost Devide-By Factor**. After the service provider’s commission is deducted from the **Price**, a certain percentage of what is left is the product or parts cost, this is the D**ivide-By Factor**. This factor as shown in the example above accounts for a 3-time mark up, so to figure out the part cost after subtracting the service cost you would divide-by 3. You can have up to 3 different cost-code sales provider commission letters as shown above as the letters a, b, and c. The following demonstrates some examples. You can practice these examples yourself after selecting the **Show COST Columns** under **OPTIONS** to see the hidden columns.

Some example cost codes

Stock #:	Price	Express	Cost Code	Measurement / Desc	Labor Charge	Est. Part Cost	Est. Service Commission	Est. Total Cost	Est. Total Profit
91010	**$75.00**	$0.00	92250a	florentine finishing plat.	$22.50	$17.50	$4.95	$22.45	$52.55
91011	**$25.00**	$0.00	92500a	antiquing oxidation service	$25.00	$0.00	$5.50	$5.50	$19.50
91005	**$45.00**	$0.00	92000a	gold plating (large) service	$20.00	$8.33	$4.40	$12.73	$32.27
91006	**$25.00**	$0.00	92500a	gold plating service	$25.00	$0.00	$5.50	$5.50	$19.50
91000	**$20.00**	$0.00	92000a	deep polishing service	$20.00	$0.00	$4.40	$4.40	$15.60
91001	**$40.00**	$0.00	93000a	deep polishing gold	$30.00	$3.33	$6.60	$9.93	$30.07
91002	**$80.00**	$0.00		deep polishing plat.	$0.00	$0.00	$0.00	$0.00	$80.00

Stock #91010 shown above (row 1) is a service product with a retail price of **$75.00**. We see the cost code is **92250a** for this item.

This tells us the following…

Labor Charge : $22.50 (we get this from the 2250 value in the cost code)

Estimated Part Cost : $17.50 (we get this because $75.00 - $22.50 / 3 = $17.50)

Estimated Service Commission : $4.95 (we get this from the "a" value… $22.50 x 22%)

Estimated Total Cost : $22.45 (we get this total cost for the item by $4.95 + $17.50)

Estimated Total Profit : $52.55 (we get the profit from price – cost, $75.00 - $22.45)

All the data above can be derived from the simple cost code which can be placed on a product label and is completely meaningless to a customer. It shows 5 pieces of cost/price information in this single code and these numbers are all committed to the database when the **SAVE ALL** button is clicked.

There are many books written on this service parts/cost method. If you wish to leave the part costs out of your service items, you can always make the total labor charge equal to the price. This signifies that the entire price is the labor charge. This will allow you to keep the cost code a little more simplified and add parts later within a work order. The usage of work orders allows the passing of repairs to multiple service providers and allows multiple parts and products to be added along the way. Later, the work order can be converted to an invoice when the entire amount is billed. Usage of work orders allow the system to take your repairs process even further.

Create a Work Order

Generally, the **Work Order** button under the **Repairs / RMAs** tab is used only when your store has an *in-house* work shop, and you want to keep strict control and scheduling of work internal to your organization.

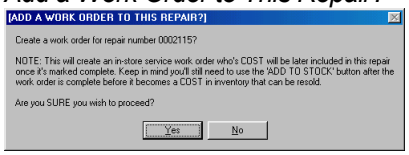
Work orders created through the **Inventory** area of the EnterprisePOS Desktop are usually generated for broken or damaged inventory items that cannot be sent back to the vendor but are scheduled for maintenance. Work orders specifically for a customer should be generated via the **Customers** area of the EnterprisePOS Desktop or within a sale.

The store can use a work order generated in the **Inventory** area to schedule a repair internally with the intention of reselling the item later as refurbished merchandise. Usually, a store with an internal work shop would have a separate product category for used or refurbished items where this product would move to once the work order is complete, and the item is returned to stock.

The following steps outlines this process.

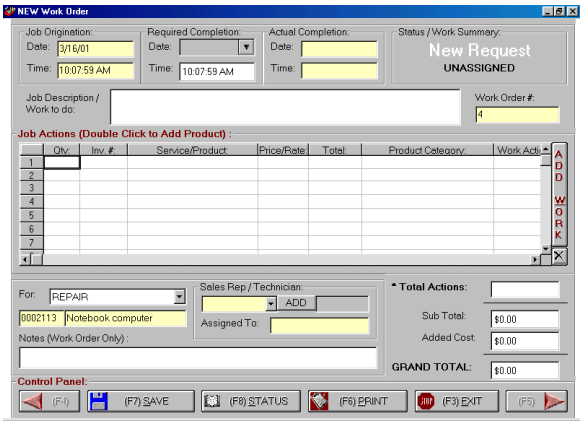
1. Pull the broken item out of stock and enter a new repair record as explained in the previous section.
2. With the repair (you just entered) selected, click the vertical **Work Order** button next to the repairs table.

   Add a Work Order to This Repair?

   
   [ADD A WORK ORDER TO THIS REPAIR?]
Create a work order for repair number 00021157
NOTE: This will create an in-store service work order who's COST will be later included in this repair once it's marked complete. Keep in mind you'll still need to use the 'ADD TO STOCK' button after the work order is complete before it becomes a COST in inventory that can be resold.
Are you SURE you wish to proceed?
Yes
No

3. Click **Yes** to create the work order.

New Work Order

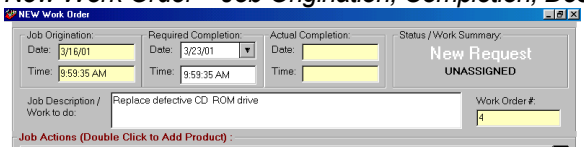


NOTE: The New Work Order screen appears and provides fields for entering data for the work order and job actions needed to complete it. The system assigns the next available work order number that cannot be changed in the **Work Order #** field.

Job Description, Dates, and Status

1. Notice that the **Job Origination Date** and **Time** fields are filled in by the system and reflect the date and time the new work order is created.

   New Work Order – Job Origination, Completion, Description, and Status



2. Enter a date and time that the work order is required for completion in the **Required Completion Date** and **Time** fields.

   NOTE: The **Actual Completion Date** and **Time** fields are automatically entered by the system when the work order is completed.

3. Notice that the Status/Work Summary portion of the screen shows the work order as an **Unassigned New Request**.

   NOTE: If you assign the work order to a technician, the status changes to reflect that update.

4. Enter a description of the job and work to be done in the **Job Description / Work to do** text field. Remember to be as descriptive as possible since this will be sent into the work queue for your service technicians. The more detail your in-store work shop has about the job, the better!

5. At the bottom of the screen, select your **sales rep** ID from the combo box.

6. Click the **Save** button or hit the **F2** key. It will save the new work order and ask if you want to print it. The work order has now moved into the work queue.

Job Actions – Add a Product

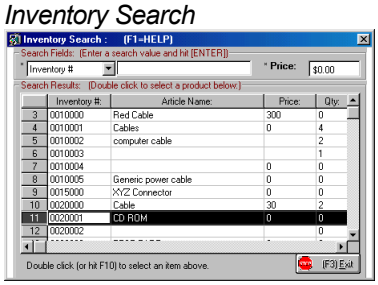
You can add a product or part to a work order if you need to from inventory. Generally, the service technicians would do this (adding whatever product is needed to complete the job). However, there may be an occasion where the cashier or sales person would add some product the customer wants to purchase and have installed.

For example, a customer may purchase car stereo speakers from a car audio shop and want it installed. Maybe the store wants to include both the speakers and installation costs in the work order and the customer pays when the job is complete. In this situation, the sales person may add the speakers to the work order to be rung up with the service after installation.

1. Double click in a row in the Job Actions portion of the screen to add a product to the work order.

   Job Actions

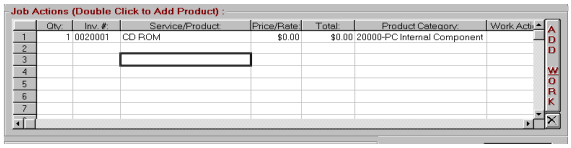
   Inventory Search

   NOTE: The same Inventory Search popup window appears as described previously.

2. Use the search criteria to find the product you're looking for and press **Enter**.
3. Double click on or press **F10** to select a product.

   Job Actions

   NOTE: The selected product appears in the table.

4. Enter any additional information in the remaining columns of the table for this item or change any default information for this item as needed.

   Quantity

   Price/Rate

   Total

   Work Action

   Article Description/Work Performed

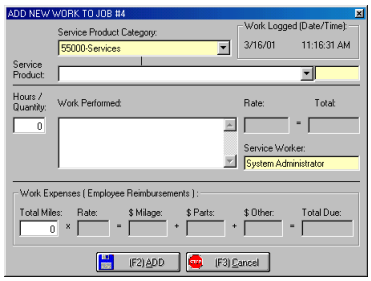
   Work By

Job Actions – Add Work

Occasionally, the sales person or cashier may select the work that needs to be done before hand. In this case, they will need to enter a work item self.

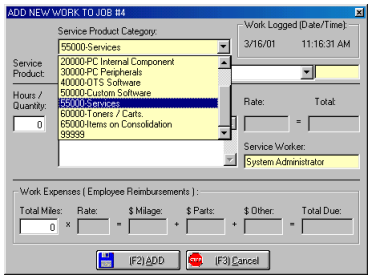
1. To add work to a work order, click the **Add Work** button.

Add New Work To Job



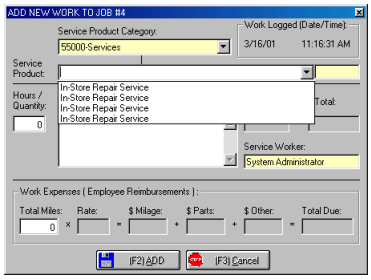
2. Click on the down arrow at the end of the **Service Product Category** field and select the product category from the dropdown list.

Add New Work To Job – Service Product Category



3. When the service product category is selected, it will populate the product box below it. Click on the down arrow at the end of the **Service Product** field and select the type of service product.

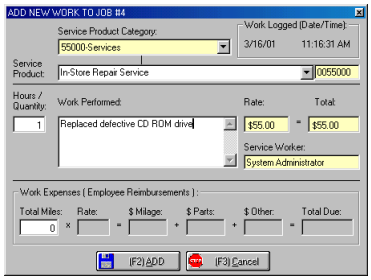
Add New Work To Job – Service Product



4. Enter a description of the work done in the **Work Performed** text field.

5. Enter the time required (or promised to the customer) for the work in the **Hours/Quantity** field. Since cashiers usually do not know how long it takes to do something, they normally enter a 1 for quantity. The technician doing the work can adjust this later if needed.

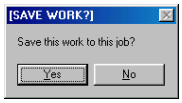
Add New Work To Job – Hours/Rate



NOTE: The system calculates the total cost and populates the **Total** field based on the entered hours and designated rate. The value in the **Rate** field is a default value entered by the system from the unit price value of the service product selected above. The fields in the **Work Expenses (Employee Reimbursements)** portion of the screen are only reimbursements of personal expenses incurred by the technician doing the work. Leave these fields blank.

6. Click on the **Add** button or press **F2** to add the work to the repair.

Save Work



7. Click **Yes** to save this work to the job.

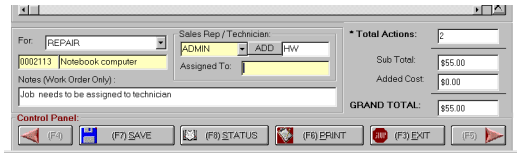
Job Actions – Work Added

NOTE: The work now appears in the data table on the New Work Order screen.

Complete Remainder of Information (if any)

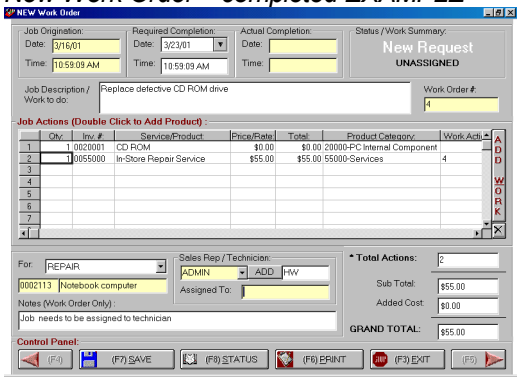
1. Click the down arrow at the end of the **Sales Rep/Technician** field and select the person responsible for the work order if not already there.

New Work Order



2. Enter any comments or notes in the **Notes (Work Order Only)** text field.

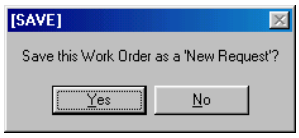
New Work Order – completed EXAMPLE



Save Work Order

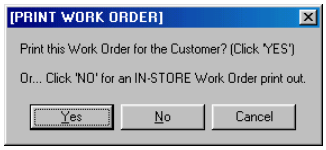
1. Click on the **Save** button or press **F7** to save the Work Order.

Save



2. Click **Yes** to save the Work Order as a New Request.

Print Work Order


[PRINT WORK ORDER]
Print this Work Order for the Customer? (Click 'YES')
Or... Click 'NO' for an IN-STORE Work Order print out.
Yes
No
Cancel

3. Click **Yes** on the Print Work Order popup window if you want to send the Work Order directly to the printer (to print a copy for the customer), or you can simply print it to the screen by clicking **No**. **Cancel** will not print at all.

Adding a NEW Repair to Stock

The **ADD TO STOCK** function is used to move a repaired item back into inventory stock after it is repaired. Whether a work order is created internally or the item is sent off for repair, you still must “cost” the item back into inventory after it’s repaired if you want to resell it.

If you don’t have an internal work shop, there’s no reason to waste time and effort creating a work order. Just simply update the repair record with the final repair cost information when you receive the item back from the vendor. Once the cost information is entered in the repair, you’re allowed to “cost” it back into inventory.

1. Click on the **Repairs / RMAs** tab within the **Inventory** area.
2. Click on the finished repair to be moved back to stock and click the **Add To Stock** button.

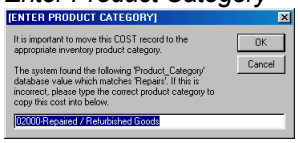
Add Repair to Stock

[ADD REPAIR TO STOCK?]
Move repair number 2112 to stock as a COST?
This is what you must do before you can charge a customer for a repair service. Keep in mind that the repair number then becomes the 'Inventory Number' to be used on the invoice.
Before you do this operation, please make sure to enter as much information in this repair record as possible to avoid blank fields in inventory.
Are you SURE you wish to proceed?
Yes
No

NOTE: The Add Repair to Stock popup window appears and asks if you want to move the repair to stock as a cost. It informs you that you must do this before you can charge a customer for a repair service. The repair number then becomes the Inventory Number to be used on the invoice. Before you do this operation, make sure to enter as much information in this repair record as possible to avoid blank fields in inventory when it’s transferred over.

3. Click **Yes** to proceed.

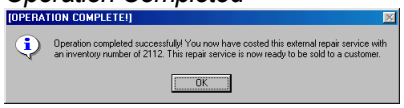
Enter Product Category


[ENTER PRODUCT CATEGORY]
It is important to move this COST record to the appropriate inventory product category.
The system found the following 'Product_Category' database value which matches 'Repairs'. If this is incorrect, please type the correct product category to copy this cost into below.
OK
Cancel
02000-Repaired / Refurbished Goods

NOTE: The Enter Product Category popup window appears and provides information regarding moving the cost record to the appropriate inventory product category. The system searches to find a Product Category that is currently being used as a repair or refurbish category and places it in the box as the default. If the system selects the wrong one, or you just want the item in another Product Category, you can change it yourself.

4. Make sure the product category is correct and click **OK**.

Operation Completed


[OPERATION COMPLETE!]
Operation completed successfully! You now have costed this external repair service with an inventory number of 2112. This repair service is now ready to be sold to a customer.
OK

NOTE: The *Operation Completed* verification popup window verifies the completion of the operation and informs you that the repair service is now ready to be sold to a customer.

5. Click **OK**.

NOTE: When you return to the EnterprisePOS Desktop, the item should be under the **Stock** tab now. You will need to search for the item if you want it to now show up.

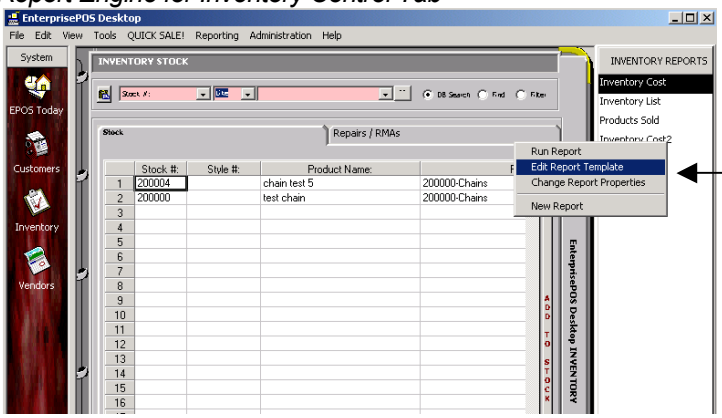
NOTE: Notice that when the converted item is pulled up on the **Stock** side, the new repair item has been added to the inventory with the repair number as the newly assigned stock number.

Inventory Area Reports

The EnterprisePOS Desktop reports box (on the far right side of the Desktop) will show a list of reports as they are related to Inventory or Repairs when you click on the corresponding tab. These can all be customized under the Desktop's **Reporting** menu or by simply right-clicking on a report and selecting **Edit Report Template**. See the chapter later in this manual (Chapter 9 – Report Engine) that specifically goes over the editing of these reports.

When you first install the system, only the most basic and general reports are displayed but there are over 150 default reports right out of the box that can be customized to fit your company needs. They just need to be added to your system.

Report Engine for Inventory Control Tab



The Inventory **Stock** tab is selected, so **Inventory Reports** are displayed. You can right-click, then **Edit Report Template** to modify the report for adding your own logos, moving fields, deleting report objects, changing wording on reports, etc. or select **New Report** to build a new one in this area.

Chapter 5. Customer / Point-Of-Sale Tools

At this point in the manual, you should have completed the following tasks.

- Entry of all vendors and purchase orders (in **Vendors** area) – for ordering new stock (***Chapters 2 & 3***)
- Entry of your existing inventory (in **Inventory** area) – to account for existing inventory in your store prior to usage of EnterprisePOS (***Chapters 4***)

Now you can begin processing your daily customer transactions. This is the focus of Chapter 5.

What you will find in this chapter…

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Entering New Customers – From the Desktop **3**
Save Customer Record 5
Customer Screen Buttons 5

Displaying and Editing Customer Records – From the Desktop **7**

Recording New Transactions from the Customer Screen **7**
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Entering a New Sales Proposal (QUOTES) **10**
Perform Searches for Customer and Item(s) 10

Recording New Credit from Customer Account Detail **13**
Enter Data 13

Recording General Customer Actions **14**

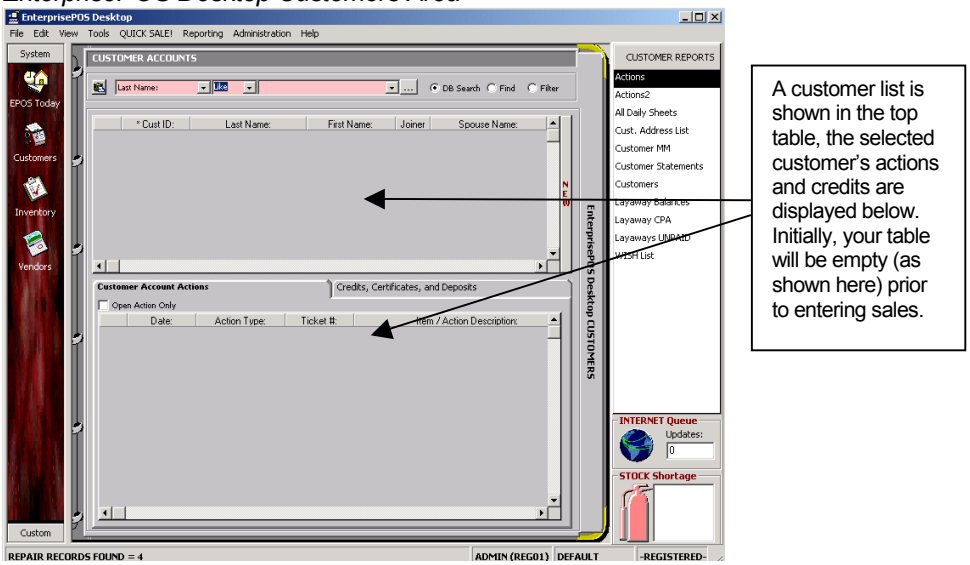
Entering Work Orders for a Customer **15**

Customer Area Reports **18**

Accessing Customers Area

When opening the EnterprisePOS Desktop, you'll notice the "area" of the Desktop immediately under the initial **EPOS Today** area is reserved for **Customers**. This is generally the most often used area of the system because it handles the tracking of customer data and processing of transactions (or customer activity). This, of course, is the heart of every business.

EnterprisePOS Desktop Customers Area



Prior to this chapter, we've initiated the ordering of new stock. When the stock is received and the inventory is populated (or inventory has been manually entered) we have merchandise to sell.

As we sell to new customers at the Point-of-Sale on other computers designated as "registers" or sales stations, a manager looking at this table would begin to see it grow. Each time a new customer is entered at the point-of-sale, a new record will appear in this top table. Over time, this table should grow significantly as your business grows.

The customer *ACTIONS* (sales, layaways, work orders, special orders, wishes, general notes, credits, etc.) would all appear in the table below (on the left tab). A specific customer's account actions are displayed below when a customer record is selected in the top table. Likewise, there is a tab to the right of the Actions table to hold customer *CREDIT* data (or anything you owe customers : outstanding deposits, gift certificates, coupons, trades, etc.).

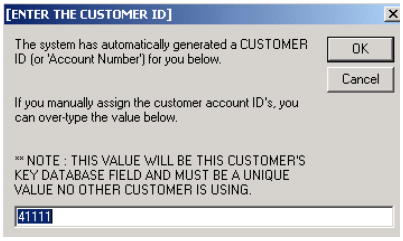
A computer becomes a "register" when a cashier signs into it from the login screen. If you have that user assigned to a "cashier" employee group, then the system opens the sales screen up for them to immediately begin taking sales. Use the **User / Security Administration Module** (under the **Administration** menu) in order to assign users to groups and adjust system rights (privileges). See your Systems Manager manual for more information.

Entering New Customers – From the Desktop

From the Customers area, you can enter a new customer either by using the vertical **New** button on the right end of the Customer List table, or by right-clicking, and selecting **New Customer**.

1. A box appears for you to enter the new customer ID number (customer account number). This can be manually entered, or you can allow the system to automatically assign it.

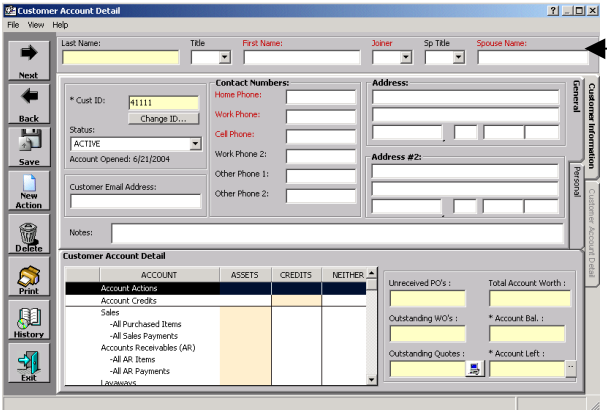
Enter the Customer ID


[ENTER THE CUSTOMER ID]
The system has automatically generated a CUSTOMER ID (or 'Account Number') for you below.
OK
Cancel
If you manually assign the customer account ID's, you can over-type the value below.
** NOTE : THIS VALUE WILL BE THIS CUSTOMER'S KEY DATABASE FIELD AND MUST BE A UNIQUE VALUE NO OTHER CUSTOMER IS USING.
41111

NOTE: Under the **Administration** menu, then **System Settings**, you can assign a starting customer number. If you want the system to automatically assign the numbers after starting at a specific number, do this there.

2. On the Customer Account Detail screen, enter all appropriate detail under the **General** tab. This includes customer **name** fields, **address 1** and **2** (usually renamed to be **billing** and **shipping** address), all contact **phone** numbers, customer **email**, etc.

Customer Account Detail



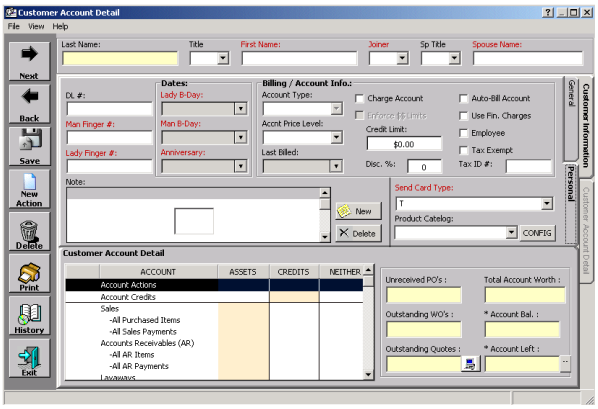
Customer name fields

NOTE: Hitting the **Enter** key will format the field to be proper text. The **Tab** key skips to the next field.

NOTE: As with other screens, you can customize all fields on this screen under the **File** menu.

3. Click on the **Personal** tab to enter more sensitive account information (such as credit or charge account balance information). Cashiers would generally not have access to this area unless specifically granted by the Administrator.

Customer Account Detail



Billing / Account Info – Where a charge account for this customer is setup (to issue them sales ON ACCOUNT).

Dates – Where important dates are stored for marketing purposes.

4. **Billing / Account** Info – Although not required and can be setup on the fly at the Point-of-Sale, this information will allow the customer to have a charge account with the store to allow account receivables sales.

    a. **Account Type** – Defines the maximum length of accounts receivable sales setup on this charge account. Values can be Net30, Net60, Net90, Net120, Net30-60 (payment due on the 30th, then last payment on the 60th day), Net30-60-90 (same, but last payment is on the 90th day), and Net30-60-90-120.

    b. **Account Price Level** – If you have a special pricing list (special product pricing for certain customers), you can select a price level here. For example, you may charge your wholesaler customers less than your retailer customers.

    c. **Last Billed** – If automatic billing is setup (for example, automatic monthly billing of customers), this will show the last date the customer was billed.

    d. **Charge Account option** – Sets the customer to allow account receivable sales (sales with an unpaid balance where product physically leaves the store).

    e. **Enforce $$ Limits option** – If set, if the customer has used up their account balance, they can not expand this balance at the point-of-sale. Expansion of the account would require a manager to open the **Personal** tab of this screen and manually do it – a cashier at the point-of-sale could not. Be forewarned when this option is not on. By not having this option checked you are allowing unlimited expansion of the customer's charge account.

    f. **Credit Limit** - If this is a charge account, enter the customer's **Credit Limit** here. This is the total amount (the limit) of their charge account credit.

    g. **Disc. %** - If you don't want to use Price Levels, but an overall discount for everything this customer purchases, then enter this discount percentage in the **Disc. %** field. If this field is used, the discount will apply to the unit price of everything purchased for this customer. The discount will go until it hits a *Minimum Price* value (if set) for the item being purchased. Minimum prices take precedence over everything else. See Chapter 4 for more details.

    h. **Use Fin. Charges option** - If you want to charge late fees for a charge account customer, the check the **Use Fin. Charges** box. This will automatically tack on a finance charge to late bills for this customer based on your prior set finance rate under *System Settings* (found under the *Administration* menu on the EnterprisePOS Desktop).

    i. **Auto-Bill Account option** - Check the **Auto-Bill Account** only if this is a customer you want billed each month. Keep in mind, a quote must be set up to model after first, and the customer must be setup in the Automated Billing Utility as well. See the *Automated Billing Utility* manual for more details.

    j. **Employee option** - Check the **Employee** box to indicate whether this is a customer / employee. This is for notation purposes only, the system will not do processing on this field.

k. **Tax Excempt option** - If the customer is tax exempt, then check the **Tax Exempt** box to automatically wipe out the tax value on every sales ticket.

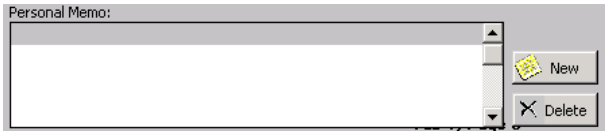
5. **Dates** – Enter any special dates for the customer. This could be a customer birthday, anniversary, etc. that the store wants to use for marketing. These fields (as with most fields) can be selected for entry at the point-of-sale, so the cashier can collect this data for management later. If you track this data, the system will tell you when customers have these dates due each month in advance. For example, in March, you can have a list of all anniversaries for the month of April for sending out discount cards to everyone offering 10% their next purchase!

Personal Customized Fields

6. You may notice up to 3 fields on the far left portion of the Personal tab. These are general data fields located on the personal side of the customer's account. They are nothing more than customizable fields by the Systems Administrator that can be used to gather data at the point-of-sale. If you have any of these three fields, you can enter them now.

Personal Notes

The last area on the personal tab is for any additional information that may be somewhat personal or management-specific.



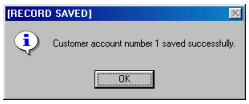
7. Enter any additional notes under the **Personal Memo** area by clicking **New**.
8. In the box, type your notation and click **OK**, you'll see your new notation appear in the list. If you make a mistake, click **Delete.**
9. Another field to the right of the **Personal Memo** field is also used for marketing purposes.

Save Customer Record

After you finish entering all needed customer data on both screen tabs, you must save the new customer record.

10. Click on the **Save** button to save the customer information.

Record Saved



11. Click **OK** on the Record Saved popup window to save the customer record in the system database.
12. Click **Exit** to return to the EnterprisePOS Desktop.

Customer Screen Buttons

The button bar on the left of the screen, sometimes called the Control Panel, contain the following buttons.

Customer Screen Buttons

Next – Moves to the next customer record in the table

Back – Moves to the previous customer record in the table

Save – Saves the customer record

New Action – Adds a new general action, sale, layaway, accounts receivable, work order, quote, credit, etc. to this customer account

Delete – Deletes a customer action or credit from this customer account

Print – Prints a detail customer report

History – Shows the history of this customer

Exit – Exits this screen

Displaying and Editing Customer Records – From the Desktop

Customer records can be displayed and edited from the **Customers** area by double-clicking on them.

1. After searching for a specific customer, **double-click** on the record.

   Customer Account Detail Record

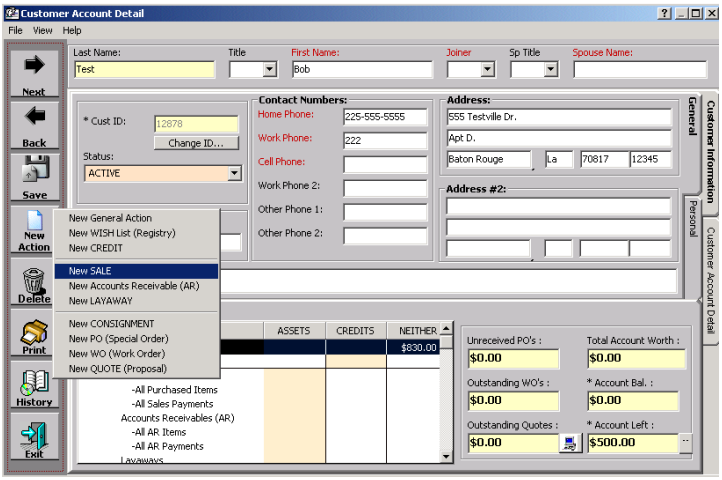
   NOTE: Use the search engine on the Desktop to find the customer record.

2. Edit the information on the screen if needed.
3. Click on the **Credits, Deposits, etc.** tab to display any credits or deposits information.
4. Click on the **Special Orders** tab to display or edit any special orders for the customer.

Recording New Transactions from the Customer Screen

Generally, a cashier setup to enter the *Express Check-Out* screen from login would collect new transactions (sales, layaways, accounts receivables, etc.). However, occasionally a manager or supervisor may need to ring up a sale, for example, without logging in as a cashier. Any type of new transaction that is taken at the point-of-sale can also be taken from within the customer screen with the **New Action** button.

Customer Account Detail Screen – New Action



See later in this chapter for details on entering each type of transaction.

Transactions available from here include the following.

- **General Action** – a notation on an account (could be anything).
- **Wish** – a Wish List (like a wedding registry or list of "desired" items that others can purchase from).
- **Credit** – a Deposit, Gift Certificate, Coupon, Trade, Store Credit, etc.
- **Sale** – Ring up sale.
- **Accounts. Receivable (AR)** – Ring up sale with an unpaid balance and scheduled payoff dates.
- **Layaway** – Same as AR, except product physically remains in the store (a "future" sale), so no risk exists for lost merchandise.
- **Consignment** – a MEMO or Consignment ticket to consign items in your inventory to this customer (will commit inventory to this customer and track it for you).
- **Special Order** – a "special" Purchase Order for products not in stock but requested by this customer. It will automatically generate all vendor purchase orders for you and notify you when they all come in (in order to invoice the customer).
- **Work Order** – a service job for this customer.
- **Quote** – a proposal.

REQUIRED / DESIRED fields.

On the customer screen you may notice some fields colored in red. These fields will be available for cashiers at the point-of-sale and are called **required** or **desired** fields.

Required Fields – These customer fields show up in dark red on the customer screen and require data entry by the cashier before a transaction can be completed. Be careful doing this because you don't want to force a customer to not be able to complete a sale if a customer refuses to give you certain information.

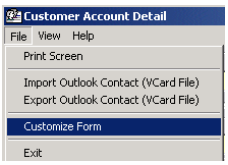
Desired Fields – These customer fields show up in light red on the customer screen and are not required to complete a sale, but they are displayed on the list of fields at the point-of-sale for the cashier to enter. You are telling the cashier to please gather this data from the customer *if convenient*. Make the fields "desired" allows the cashier to use their own judgment about whether they should skip the entry of certain data in the event the customer refuses to provide the information and/or there is a long line of other customers waiting to check out.

Requiring or Desiring Specific Customer Fields at the Point-of-Sale

To mark a field "required" or "desired", we need to enter the screen customization mode.

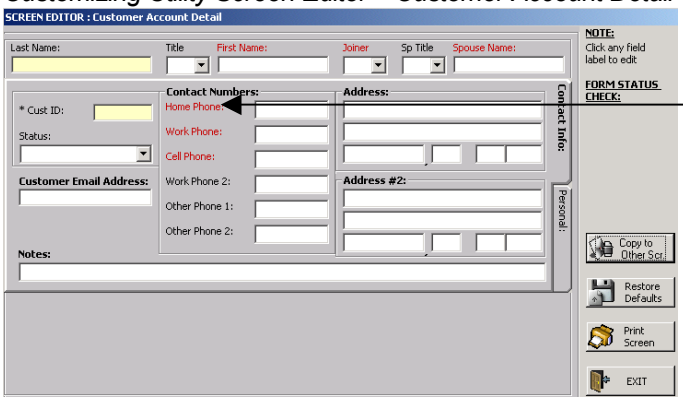
NOTE: Only the Systems Manager should be doing this. Consult your Systems Manager manual for more detail.

1. From the **Customer Account Detail** screen, click **File**.



2. Click **Customize Form.** The customizing utility comes up with the customer screen editor ready for your changes.

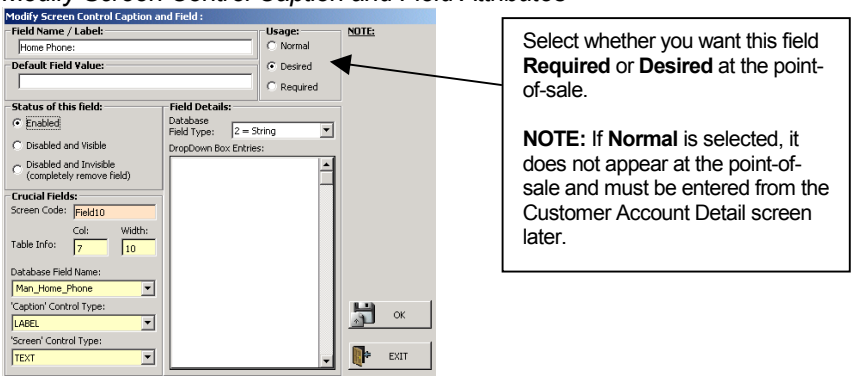
Customizing Utility Screen Editor – Customer Account Detail



NOTE: Displayed is a "current view" of the customer screen fields, but it's also a view of customer fields throughout the system. You can edit fields here and have the changes take effect on all screens with customer data (sales screens, etc.)

3. Click on a field name to edit (Home Phone, for example). This field's attributes come up.

Modify Screen Control Caption and Field Attributes



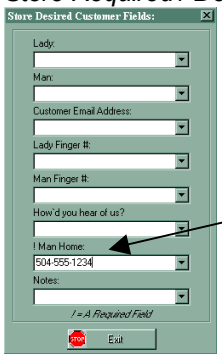
4. Select either **Normal**, **Desired**, or **Required**.
5. Click **OK** to save.
6. Click **EXIT**.

The exit button will return you back to the Customer Account Detail screen where you can immediately apply your changes to notice any field you changed appear in red or back to black if you changed it back to a **Normal** field.

This is also the screen where you change field names (**Field Name / Label**), add/remove a default value (**Default Field Value**), enable/disable the field (**Status of this field**), or enter any dropdown box values (**Field Details**). You should leave all the yellow fields to the IT or Systems Manager. Changing anything here could reference invalid database field attributes causing your system to not load or save screen data properly.

At the point-of-sale by the customer name, these required/desired fields are displayed behind an ellipse box ("…") that shows all these fields for the cashier to gather from the customer.

Store Required / Desired Customer Fields



An example popup list box of all required / desired customer fields at the point-of-sale.

All are at least desired, but we see one field that is set to **required** by the exclamation mark. This tells the cashier it must be entered.

For more detailed information on entering data at the point-of-sale, see the following chapter (**Chapter 6**). Using the quick sale functions of the system are far more efficient than the entry of sales data via the Customer Detail screen.

Entering a New Sales Proposal (QUOTES)

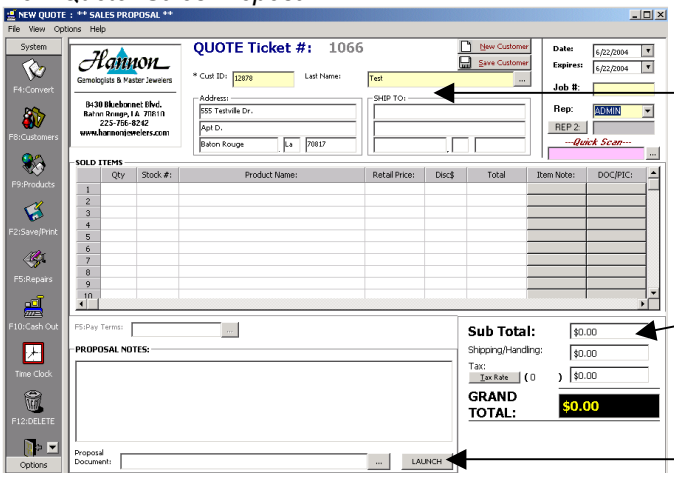
Sometimes referred to as a *Proposal*, the quote is exactly like an invoice record in appearance except with the payment information replaced by a box for more notations.

Also note that you do not have to have product in stock to build a quote. Often, quotes are treated like special orders when the purchase order system is not used. Occasionally companies will keep the Vendor / Order side of the business to their financial package and only use the POS functions of the system. For these setups, quotes are much more often used.

Perform Searches for Customer and Item(s)

1. At the EnterprisePOS Desktop **Customers** area, use the search function and perform a search to locate the customer for whom you want to create a new quote/proposal.
2. Either **right-click**, and select **New Quote**, or **Double-click** on the customer to open the **Customer Account Detail** screen to click **New Action**, then **New Quote**.

New Quote "Sales Proposal"



Customer information is automatically carried into the top of the **QUOTE**

Notice the ellipse button to the right of the customer name "**…**", this shows the list of customer required / desired fields.

Quote **totals** and any notations at the bottom.

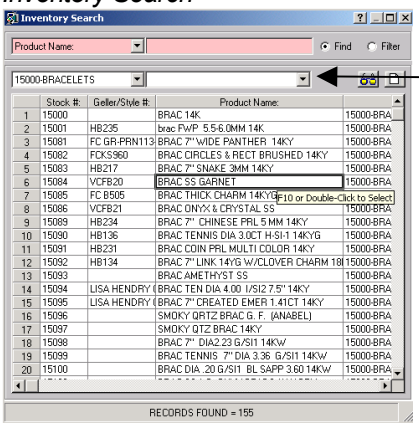
A **Microsoft Word** document (or whatever) can be launched from here for more detail.

3. Click the **Expires** field to select an expiration date for the proposal/quote. This is important for tracking the quotes for you in the **EPOS Today** screen (will tell you when quotes are getting old or becoming expired for you to follow up with the customer).

4. Click the **Quick Scan** box to select the field (field should turn pink to show it's selected).

5. **Find Products** : Begin scanning in products (if a scanner is used) or type in their stock numbers. If you are unsure and need to **search** for product, you can **double-click** in the table, click **F9**, or click the **Products** button on the left for an inventory list.

Inventory Search



Select the product category and sub-category (if available) to see all items in the list.

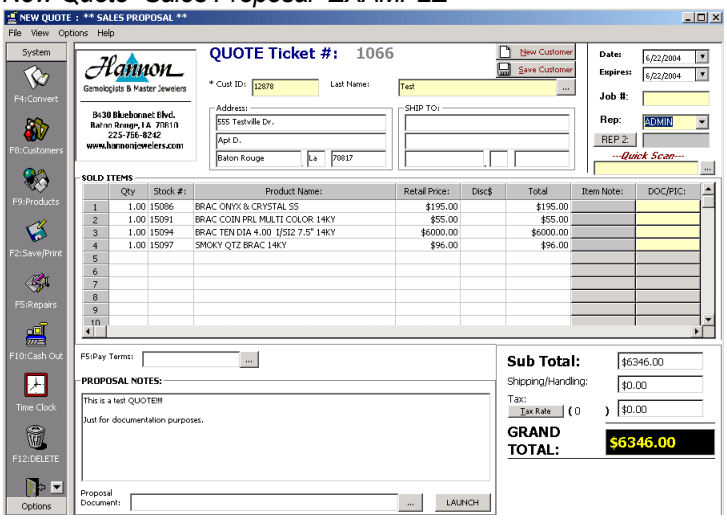
Double-click on each item in the list you want to add to the ticket.

6. When you return back to the ticket, if you want to change the sales rep, click on the down arrow at the end of the **Rep** field to select the sales representative associated with the proposal.

7. Enter any **Payment Terms** if this will be an accounts receivable once converted later. Note that if the customer is already setup with a charge account, his/her **Account Type** (NET30, NET60, etc.) will appear here automatically.

8. If you have a document with more detailed information, you can point to its location on your hard drive or network using the field at the very bottom of the screen.

New Quote "Sales Proposal" EXAMPLE



9. If all data on the screen is correct, click the **Save/Print** button or press **F2** to save and print the proposal.

   NOTE: If you do not have a printer connected to your computer or do not want to print the quote, the system saves the quote without printing it when you press F2 or click the Save/Print button. You'll get a box to send the quote directly to the printer, the screen, or not print at all.

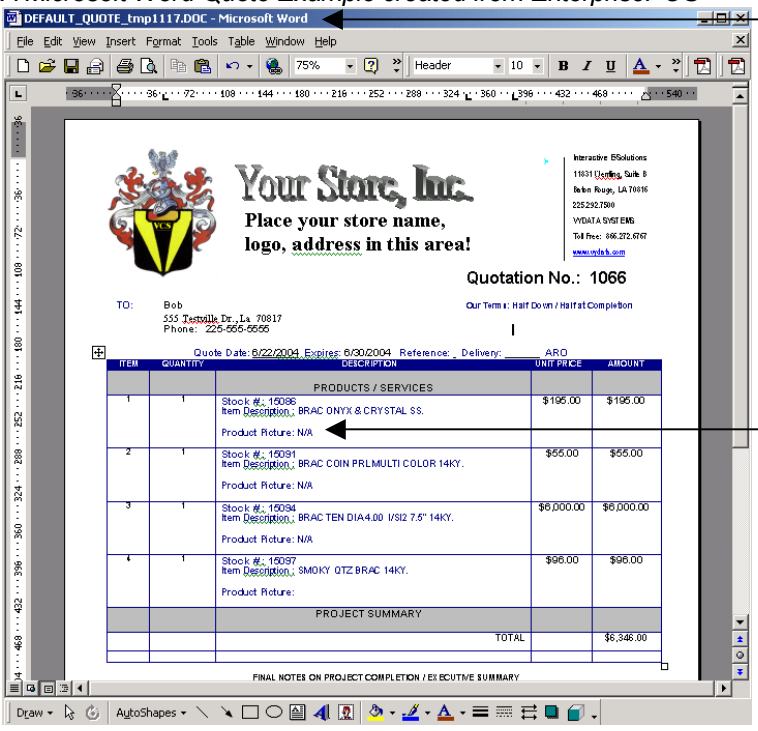
Printing a Quote using Microsoft Word or Excel

NOTE: Your report can be in Word, Excel, or a Crystal Report. If it is Word or Excel, you will notice Microsoft Word or Excel open up and all fields will be placed in the appropriate spot on the field including any pictures you may have. You can then enter more detail while Word or Excel remains open (the template is copied into a temp folder for modification, so remember to save the report elsewhere if you wish to keep it after making changes).

To setup any type of report, you would do this under the EnterprisePOS Desktop **Reporting** menu.

Generally this isn't used for cashiers since it requires further knowledge of Word or Excel, but is an excellent tool for Managers or Supervisors wanting to include more detail in their invoice or quote report. For example, pages within the quotation could include excerpts from a product appraisal, for example.

A Microsoft Word Quote Example created from EnterprisePOS



Notice the TEMP filename shown at the top of Microsoft Word.

NOTE: If Adobe Acrobat is installed on your machine, you can also create a PDF version and quickly email it to a customer.

If we had product pictures for these items, they would be inserted here.

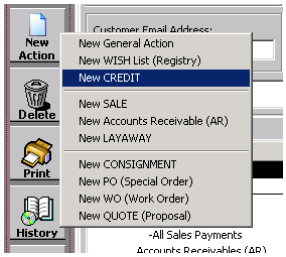
10. Notice that when you return to the Customer Account Detail screen after saving and printing, the new quote appears in the **Account Actions** tab of the screen.

Recording any other transactions (Work Orders, Special Orders, etc.) are identical as the above new quotation entry in this section. See the following chapter for details on other transactions entry. These will be covered from the point-of-sale perspective.

Recording New Credit from Customer Account Detail

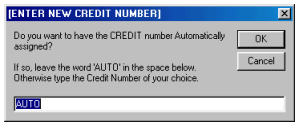
Credits may be in the form of an employee discount, sales discount, coupon, promotional discount, gift certificate, trade, etc. to be used toward a future sale. The system provides information regarding each of these selections including how they apply to taxes.

1. From the **Customer Account Detail** screen, press the **New Action** button.



2. Click **New Credit**.

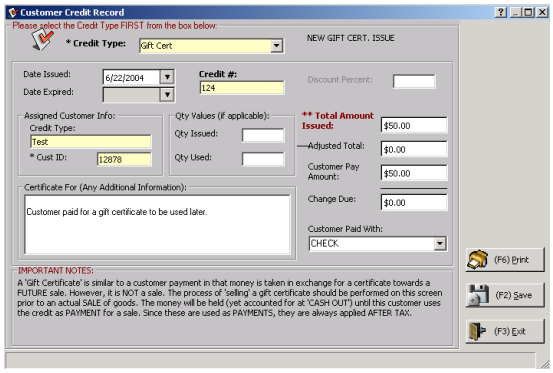
Enter New Credit Number


[ENTER NEW CREDIT NUMBER]
Do you want to have the CREDIT number Automatically assigned?
If so, leave the word 'AUTO' in the space below. Otherwise type the Credit Number of your choice.
OK
Cancel
AUTO

3. Leave the word **AUTO** in the text field and press **OK** to have the system automatically assign a credit number.

IMPORTANT NOTE: The notes that appear at the bottom provide important tax information regarding each credit type selection. Be sure to read the notes carefully.

Customer Credit Record


Customer Credit Record
Please select the Credit Type FIRST from the box below.
* Credit Type:
Gift Cert
NEW GIFT CERT. ISSUE
Date Issued:
6/22/2004
Date Expired:
Credit #:
124
Discount Percent:
Assigned Customer Info:
Credit Type:
Test
* Cust ID:
12878
Qty Values (if applicable):
Qty Issued:
Qty Used:
** Total Amount Issued:
$50.00
Adjusted Total:
$0.00
Customer Pay Amount:
$50.00
Change Due:
$0.00
Certificate For (Any Additional Information):
Customer paid for a gift certificate to be used later.
Customer Paid With:
CHECK
IMPORTANT NOTES:
A 'Gift Certificate' is similar to a customer payment in that money is taken in exchange for a certificate towards a FUTURE sale. However, it is NOT a sale. The process of 'selling' a gift certificate should be performed on this screen prior to an actual SALE of goods. The money will be held (yet accounted for at 'CASH OUT') until this customer uses the credit as PAYMENT for a sale. Since these are used as PAYMENTS, they are always applied AFTER TAX.
(F6) Print
(F2) Save
(F3) Exit

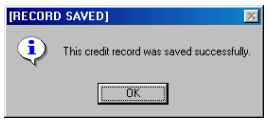
NOTE: The Customer Credit Record screen appears and allows you to select the type of credit to be issued. Notice that IMPORTANT NOTES displays important information you should know about each of the selections particularly whether to give the discount **before** or **after** taxes.

Enter Data

4. Click on the down arrow at the end of the **Credit Type** field to select the type of credit to be given to the customer, such as **Coupon** or **Gift Certificate**. This will adjust the field to correspond to that type of credit.
5. Enter the amount of the credit in the **Total Discount** field. In our example, a $25 coupon or a $50 gift certificate.
6. Enter any notes or additional information in the **Discount For** text field.

7. When complete, click the **Save** button or press **F2** to save the credit.

Record Saved



8. Click **OK** on the Record Saved popup window.
9. Notice that when you return to the **Customer Account Detail** the credit you just entered is credited to the customer and shows up on the screen under the detail tab.

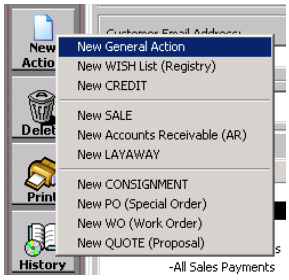
Recording General Customer Actions

The term "Action" can be defined simply as any *customer activity*. This customer activity can be anything from financial transactions (a sale, a layaway, etc.) to general notations on a specific customer account (action to record a customer stopping by, a wish list entry, etc.).

There are dedicated buttons on the Customer Detail screen for all financial transactions performed on a customer account that create these financial *actions.* For example, the **New Sale** button that generates *INVOICE* or *INVOICE-AR* actions, the **New Layaway** button that generates *LAYAWAY* actions, and the **New W/O** that generates *W/O* actions for work orders.

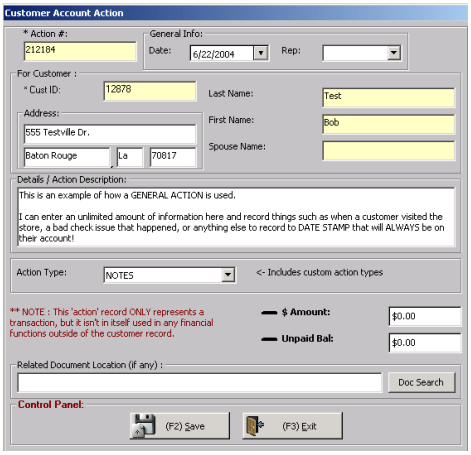
There is a single dedicated button for the entry of new *general actions* not used in any financial functions. This button would also be used for any custom action types as well. These can be entered using the **Action/Wish** button.

1. From the **Customer Account Detail** screen, click **New Action**.



2. Click **New General Action**.

Customer Account Action Record


Customer Account Action
* Action #:
212184
General Info:
Date:
6/22/2004
Rep:
For Customer :
* Cust ID:
12878
Last Name:
Test
Address:
555 Testville Dr.
First Name:
Bob
Baton Rouge
La
70817
Spouse Name:
Details / Action Description:
This is an example of how a GENERAL ACTION is used.
I can enter an unlimited amount of information here and record things such as when a customer visited the store, a bad check issue that happened, or anything else to record to DATE STAMP that will ALWAYS be on their account!
Action Type:
NOTES
<- Includes custom action types
** NOTE : This 'action' record ONLY represents a transaction, but it isn't in itself used in any financial functions outside of the customer record.
$ Amount:
$0.00
Unpaid Bal:
$0.00
Related Document Location (if any) :
Doc Search
Control Panel:
(F2) Save
(F3) Exit

You can enter your OWN **Action Types**. This can be ANYTHING you want to track on a customer account. Customize this field (like all other fields) using the **Customizing Utility.**

3. Notice that the **Customer Account Action** screen appears for you to select an **Action Type** and enter details. The **Action Type** is configurable in the Customization Utility as well (just like all other fields).
4. Click on the down arrow at the end of the **Rep** field to select the store representative responsible for the action (if applicable).
5. Enter a any description or details regarding the action in the **Details/Action Description** text field.
6. If you are tracking a monetary value with this action, then enter the amount of the action in the **$ Amount** field.

   NOTE: Keep in mind that this action record created from this screen will not be used in any financial functions outside of the customer record. These "actions" are only for your own information or database tracking and reporting purposes.
7. Click the **Save** button or press **F2**. The action is then stored under this customer's account.
8. Notice that the recorded action now appears in the Account Actions portion of the **Customer Account Detail** screen.

Entering Work Orders for a Customer

Work Orders can be entered from several different areas depending on the *type* of work order. A work order is simply defined as *an internal request for service*.

Usually, a work order is used to schedule the work of an internal service shop, not for items being sent off for repair. However, you're not limited to how you want to use your work order entry process.

The benefits of using work orders come from the automation derived from the Work Order Station module (sold separately). This module shows a queue of work for specific technicians / shop workers immediately after the work is entered by cashiers. It is an excellent way to track the progress of work since each work order must go through phases of a life cycle before completion.

- **New Request** – when the work is first entered
- **Assigned** – after the work is assigned to a technician / shop worker

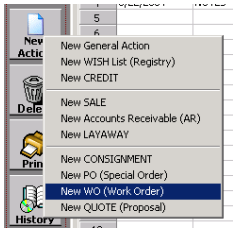
- **Work-In-Progress** – the technician / shop worker begins work on the item
- **ON HOLD** – the technician / shop worker is waiting on parts, transportation, etc.
- **Completed (Awaiting Approval)** – the technician / shop worker has finished the job and is awaiting approval from a supervisor
- **CLOSED** – the work is done, converted to an INVOICE, and is awaiting the customer to pick it up and make payment

A cashier taking in a work order marks it as a *New Request* by default. With the appropriate security rights, cashiers can also assign work to technicians / shop workers as well. However, they are not allowed to enter a new work order as *Work-In-Progress*. Only the individual doing the actual work (who it was assigned to) is allowed to move the work order into this phase because it requires an entry of what work is being done.

You can enter a new work order specifically from a product record, the repairs tab, the EPOS Desktop menu, or the Customer Account Detail screen. This section covers mostly the later. For more details relating to work orders and the Work Order Station module add-on, see the Work Order Station user manual.

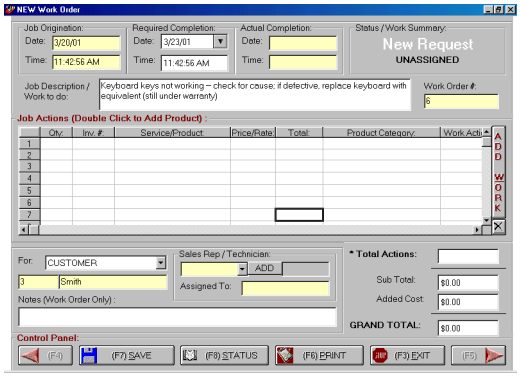
The following steps walk you through work order entry at the Customer Account Detail screen.

1. From the **Customer Account Detail** screen, click **New Action**.



2. Click **New WO (Work Order)**.

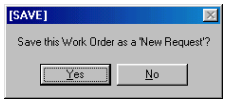
New Work Order



3. Enter a description of the work to be done in the **Job Description/Work to do** text field. Remember, if you're a cashier (or anyone not doing the actual work), make absolutely sure you're as descriptive as possible to make it easier on the technician / shop workers. They will later have to go by your written detail when it's time to work on the item.
4. Click on the down arrow at the end of the **Requested Completion Date** field and select a date. This is the date you told the customer to expect it completed.

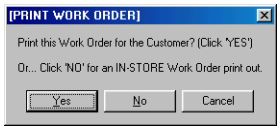
5. Click on the down arrow at the end of the **Sales Rep/Technician** field and select the person responsible for entering the work order.
6. Click **Save** button or press **F7** to save the work order.

Save



7. Click **Yes** on the Save confirmation popup window to save the work order as a New Request.
8. Click OK on the save verification screen.

Print Work Order


[PRINT WORK ORDER]
Print this Work Order for the Customer? (Click 'YES')
Or... Click 'NO' for an IN-STORE Work Order print out.
Yes
No
Cancel

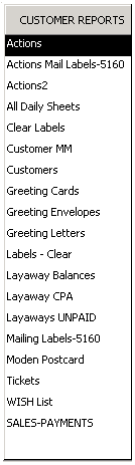
9. Click **Yes** to print the work order for the customer. Or, click **No** for an in-store work order print out.

Customer Area Reports

The EnterprisePOS application provides reports specific to the area you are in. Just as the **Vendors** and **Inventory** areas had their own reports, so does the **Customers** area. When you are in this area of the system, the list of reports appears for that area.

There are hundreds of available reports that can be customized for customers and sales reporting. See **Chapter 9 – Report Engine** for details on selecting and adding customer and sales reports (or any other reports) to the system.

Customer Reports



The following are a few examples of common default custom reports included in this area.

Actions2 – generates a general report of customer actions

All Daily Sheets – generates a report of all daily cash sheets with summary data

Layaway Balance – generates a report of layaways and balance owed for each

Layaways UNPAID – generates a report showing all unpaid layaways

Sales – generates a sales report of sales for specific date(s)

Wish – generates a report of all customer “wish” lists

Etc.

Chapter 6. The QUICK SALE / Express Check-Out

In the previous chapter, generation of customer transactions were only covered from the Manager or Supervisor's perspective by using the **Customer** area of the EnterprisePOS Desktop. However, the system more efficiently records daily financial transactions from the sales screen performed by cashiers with predefined minimal keystrokes or mouse clicks. There are two versions of this "environment".

- **The QUICK SALE Screen** – accessed from the EnterprisePOS Desktop **Quick Sale** menu
- **The Express Check-Out** – accessed immediately after login by a cashier

Both screens are designed with a number of short cuts to assist the cashier in ringing up sales as quickly as possible. The only differences in the two screens are how they're accessed and what occurs after the sale is complete. This is the focus of Chapter 6.

What you will find in this chapter…

The Speedy Sales Process – Some Forethought 2

Accessing the QUICK SALE Screen 2

Accessing the Express Check-Out Screen 3

About the Screen Itself 5
- Custom and Options Menu Bar 6
- Invoice Screen Fields 6

Entering a New Express Sale (Using *Quick Scan*) 9
- Ringing Up a Standard Sale 9
- Non-Standard Sales 11

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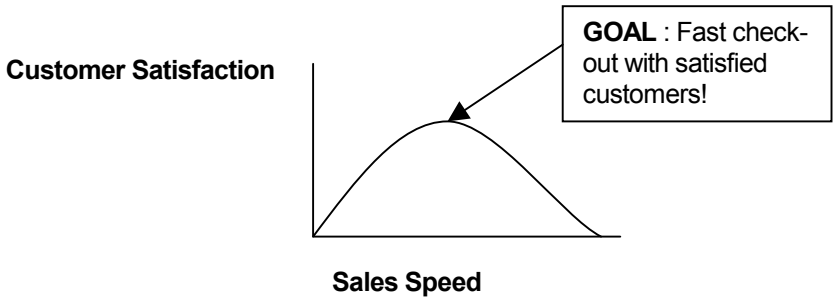
The Speedy Sales Process – Some Forethought

Both the *Quick Sale* and the *Express Check-Out* screens are designed for one thing, to move product as fast as possible. The system includes several short cuts and system settings specifically for this purpose. However, be careful not to sacrifice your focus on total customer satisfaction in order to improve the turn around time of individual sales. You want to make sure you address all customer needs and concerns at the point-of-sale to *ensure* repeat business. Repeat business ensures the future stability and growth of an organization.

The law of diminishing returns applies here. If your sales process does not provide enough time to focus on a customer's needs or concerns, then customer satisfaction will suffer. On the other side of the spectrum, if too much time is given to individual customers your business will also suffer from a long check-out process and lack of attention given to waiting customers. The goal is to reach the medium that provides the fastest possible check-out time while keeping customers satisfied. This will depend on your type of business and clientele.

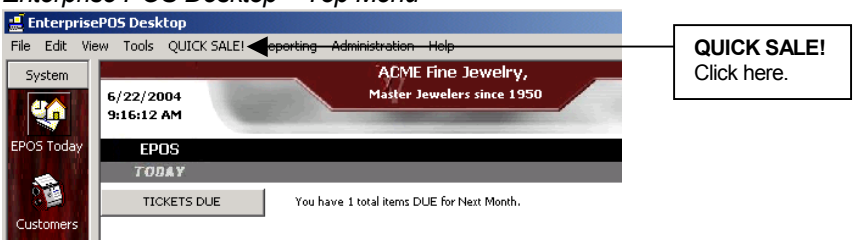


To streamline your checkout process, focus on disabling fields you don't need from the sales screen and limiting your customer **required / desired** field list. These are just some of the things that could speed up the check out process. Too much information gathered during check-out could effect your repeat business by making it too cumbersome to do business with you. Any concerns in your check-out process during system testing should be addressed prior to going live with the system. You certainly don't want your business to suffer while you go through the system learning or adjustment stage. Proper planning and customization based on how you intend to use the system is extremely important early on.

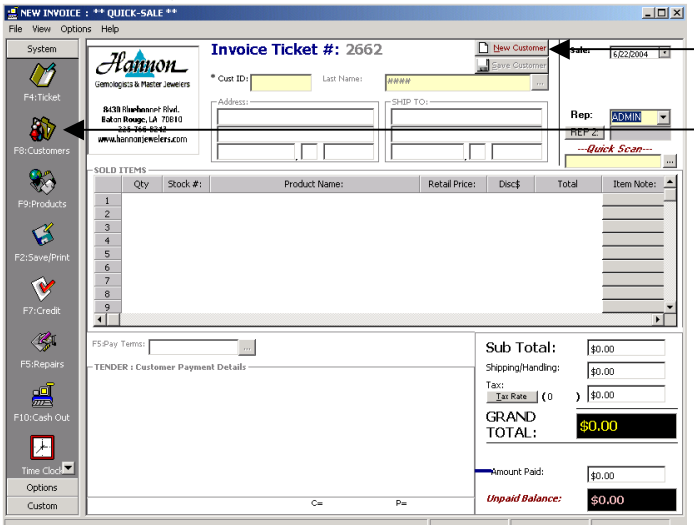
Accessing the QUICK SALE Screen

The Quick Sale screen can be accessed directly from the EnterprisePOS Desktop main screen (for supervisors, managers, or senior-level cashiers). Simply click **QUICK SALE** from the main EnterprisePOS Desktop menu.

Enterprise POS Desktop – Top Menu



New Invoice "Quick Sale"



Customer information is always blank initially for a **Quick Sale** because we did not have a customer record opened. We have to either click **New Customer** or select an existing customer from the **F8:Customers** button.

Always select the customer *FIRST*.

NOTE: The field with the *focus* (selected for input) is always shown in light purple. By default, after the customer is selected, the **Quick Scan** field is selected for you to begin scanning in products to appear in the **SOLD ITEMS** table.

Accessing the Express Check-Out Screen

The *Express Check-Out* Screen is the exact same sales/check out screen as *Quick Sale*, except it is accessed directly from the login prompt (usually ONLY used by cashiers).

Using this screen provides the maximum check-out process speed as well as a fast sign-in process. This is ideal for non-supervisory employees that are only given the task of ringing up various customer transactions and nothing more.

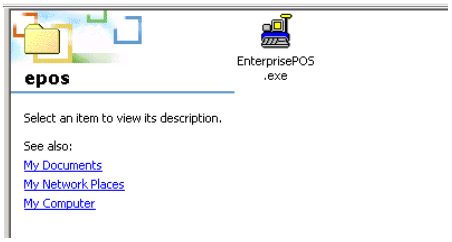
Giving someone Express Check-Out access must be done under their own user account in the Administration Utility (under the **Administration** menu of the EnterprisePOS Desktop). There is a starting screen selection under each employee account that allows the System Administrator to pick what screen the user sees after login. The **Express Check-Out** starting screen selection will assign the user exclusively to this screen. Contact your System Administrator or consult the user manual of this utility for more detail.

Remember, this screen is limited to only general cashier functions. Assigning someone to this screen at login makes it impossible for this user to do any inventory maintenance, administrative functions, setting changes, or vendor account maintenance unless signing in as someone else. You must be sure the user will never need to access any of these other areas before assigning this starting screen to their account.

Logging in to an *Express Check-Out* session (if setup) would involve the following.

1. From Windows, double click on the **EnterprisePOS** Desktop icon on your Windows desktop or access the program through the **START** button. If you kept the defaults during installation, these icons would be located in the **EPOS** folder under **Program Files**.

EPOS in Start Menu > Programs and EnterprisePOS icon

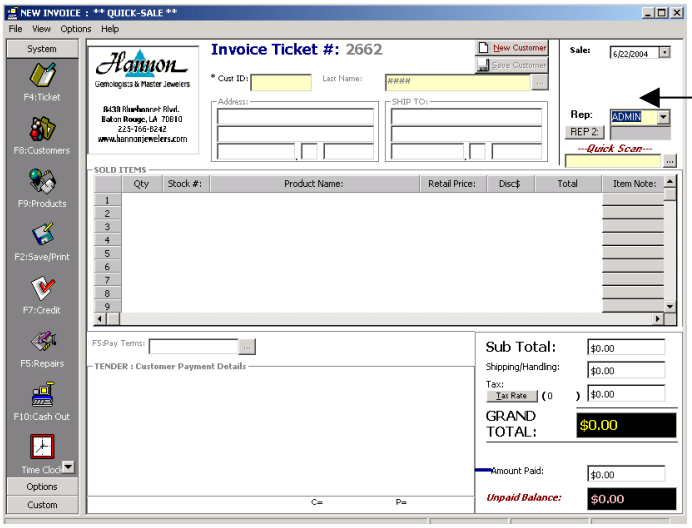


2. **Double-Click** the EnterprisePOS icon. The standard login screen appears.

EnterprisePOS Login

3. Enter your assigned user ID in the **User Name** field and password in the **Password** field. Click **OK**. If the user has their Starting Screen setting to *Express Check-Out* as mentioned previously, you'll see the familiar sales screen appear instead of the EnterprisePOS Desktop (load time will be MUCH faster).

New Invoice – EXPRESS CHECK OUT

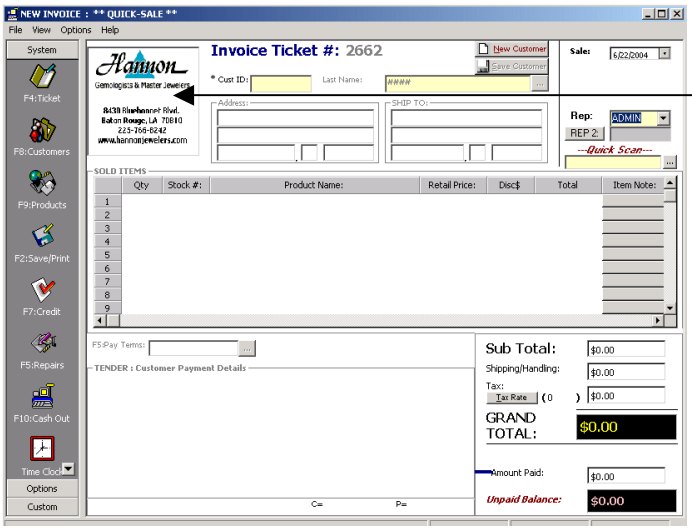


Goes right to the sales screen after login ready for customer selection for new transaction entry. This is the only screen the cashier really ever deals with.

NOTE: Two TEMP records are created in the database at this point. One is for a temp invoice number, and the other is for a temp customer ID. This is in order to reserve the newly assigned invoice number and customer ID for this sale-in-progress ticket. Reserving these two numbers prevents other cashiers on the same network from assigning them to their transactions.

About the Screen Itself

Invoice Screen



YOUR LOGO: You can enter your own logo here by renaming it to **DEFAULT.JPG** (or GIF, BMP, etc.), and copying the file into the **\Program Files\EPOS** folder. The system will then automatically pick it up for display on all screens and some reports.

The Invoice screen contains buttons on the left hand side of the screen that perform specific tasks. Each button is assigned a function key that can be used for speed typing (cashiers often prefer typing instead of clicking with the mouse). The buttons are also very clearly defined with sharp icons to denote what their function is at a glance and provide ease for touch-screen usage. The function key is to the left of the button name.

F4:Ticket (only in Quick Sale) – Toggles between a sale, a quote, a layaway, etc.

F8:Customers – Search for a customer to select for this ticket

F9:Products – Search for product to select (to sell) for this ticket

F2:Save/Print – Saves the ticket and prints it (or does a re-print if already saved)

F7:Credit – Enter a new credit for this customer (Deposit, Gift Cert., Coupon, etc.)

F5:Repairs – Enter new repairs for this customer or view this customer's existing repairs

F10:Cash Out – Cashes out the register at the end of the day or shift

Time Clock – Signs a customer in or out of the system (See the Appendix on the Time Clock utility)

F12:VOID – Deletes this transaction

F3:Exit (not shown) – Exits this screen

These function keys (F4, F3, F8, F9, etc.) can be programmed into a programmable keyboard with additional strokes to even limit further steps.

These buttons above appear under the **System** menu bar, there is also a **Custom** menu bar (where a System Administrator can add buttons for their cashiers), and an **Options** menu for additional programs.

Custom and Options Menu Bar

Clicking the **Options** button on the button control panel to the left of the screen will bring up the Options Menu Bar.

Options

F6:Swipe License – If you've selected a NEW customer, you can click this button or hit **F6** to swipe the customer's driver's license. This will gather all the information off their driver's license for you (instead of having to type everything in)

Special Order – Click here to enter a new Special Order (a customer Purchase Order). It works the same as a Purchase Order except it entirely assigned to a customer. See the previous chapter on Purchase Orders in the **Vendors** area

Work Order – Enters a new Work Order or launches the technician station

New Action – Enters a new general notation customer account action

New Wish List – Enters a new customer Wish List (like a wedding registry)

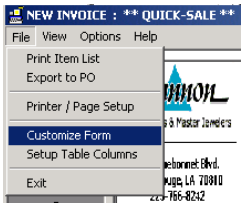
Clicking the **Custom** button on the button control panel to the left of the screen will bring up the Custom Menu Bar. These are designated programs that may or may not be of EnterprisePOS.

In this example, the customer has a button that launches their own program to do appraisals (may be MS Word) and another button to launch Microsoft Access.

If you have access, you can **right-click** in this bar to add more program icons.

Invoice Screen Fields

The fields found on the Invoice screen and a brief explanation of each are included in this section. However, remember that these fields may be customized very differently in your system. As with all screens, you can **Customize Form** or **Customize Table** (items sold table) under the **File** menu of the screen if your user account has rights to do so.



Fields

Sale – current date of sale (depends on customizations – you may want to called it Date instead)

Quick Scan / Quick Entry – field that finds store product based on an item number – usually the store's inventory number (depends on customizations)

Quick Scan – The Quick Scan field will do a product search for the value you entered after you hit the Enter key. When the system finds a match in the database, it will add it to the invoice. If you are using a standard bar code scanner that automatically does

an Enter for you after displaying the scanned code string, then Quick Sale would have to be used.

Quick Entry – The Quick Entry field is the same field as the Quick Scan, however It is designed for only fast manual entry – usually used in the food service industry. This field will do a database search after each character typed. As soon as a match is found (regardless whether or not the whole value has been typed yet), it enters the product in the ticket without the user hitting the Enter key. It is rarely ever used with bar code scanners for this reason. However, a bar code reader that would allow you to turn off the Enter character would work, but it would be slower that using the Quick Scan because of the background database search that's done after each character.

For example, if a product's inventory number was coded BGEX1, immediately after the cashier has typed the 1 character it would be entered in the ticket. However, if it found no other products in the database with an X or 1 in the name, then the product would be automatically entered in the ticket after the E was typed. As soon as a single match is found the item is entered in the ticket. For this reason, it is the best option for fast manual entry. It cuts down on the number of keystrokes before a match is found.

Also keep in mind that you are not required to use product inventory number as the search field for the Quick Scan or Quick Entry. You can use your vendor's product number, a style number, etc. Contact your System Administrator for more detail since this would require a customization of this field.

FOB – Freight On Board - used for recording any additional shipping notes (may not be visible or called something else depending on your system customizations)

Payment Terms – field for recording terms of a sale, such as due on receipt, Net 30, etc. (also depends on system customizations)

Invoice # – shows the system assigned invoice or ticket number

Rep – field for selecting the sales person

Rep 2 – a button used to add an additional sales person responsible for this sale – would create a split sale that would split sales commission (if applicable) among the two sales people

Sold Items (table)

The following are common columns found on the sales screen for products being sold.

Qty – the quantity sold of the item

Stock # – the store inventory number of the item sold

Item Name / Desc -- the database product name of the item and/or brief description

Dis% – the discount percentage given to the item's unit price by the cashier

Price – the unit price of the item

Dis$ – the amount OFF of the line item total

Total – the line item total price (unit price multiplied by quantity)

Number – used as a reference number for the item (for example, it's a Repair Number if selling a repaired item, a Credit Number if applying a credit before tax, etc.) – this field is automatically generated by the system

Product Category – product category for the item being sold – automatically entered by the system

Type – product type (0=Non-Quantity / Service Item, 1=One-of-a-Kind, 2=KIT or Custom item, 3=Standard Vendor item, 4=Weighted Part, 5=Invoice Comment)

Item Notes (Product details, Serial #s, etc) – details about the item such as model number and/or serial number – this data is usually displayed on the invoice too (under the item) depending on the ticket report used

Line Cost – associated cost for the item (cashier must have rights to see the costs)

Tax Level – tax level for the item (0=Normal / Taxable item, 1=Conditionally Taxable, 2=Nontaxable)

Vendor # – number for the vendor from whom the merchandise is purchased – automatically entered by the system

Sys # - A system number for better invoice item control – used only by the system (a yellow-colored column)

Customer Box:

Customer ID – customer identification number (if setup to do so under System Settings, the system will automatically generate a number initially)

> **NOTE:** You can change this ID number to whatever you want : phone number, social security number, driver's license, etc. After you enter the new number and skip to the next field or hit Enter, the system will do a search for the item and grab the customer if found. Therefore, this field can be used to search the database for a repeat customer.

Name – name of the customer (can be customized to be the entire name, a last name or first name, a company name, or whatever)

Bill To Address – the left address box is usually used as a primary or billing address for the customer

Ship To Address – the right address box is usually used as a secondary or shipping address for the customer if different from the other address

Tender: Customer Payment Details Table

One thing to keep in mind about this table when entering payments is only the areas of concern relating to the payment type are available for entry – the remaining columns are grayed out. When adding a payment record, most of the record's columns listed below are used by the system only. There usually are only a few columns you need to enter for each payment type and most are not even required. Usually only the payment type and payment amount are required.

Tender Type – method or type of payment such as cash, check, credit card, etc.

Amount – amount of payment

Number – check or credit card number (optional)

Bank Name – name of bank on check or debit card (optional)

Exp Date – expiration date on credit card (optional)

Inv # – invoice number (used by the system ONLY – you can't change it)

Date – date of sale (used by the system, however you can change it if you need to back-date a payment)

Layaway – checkbox to select if this purchase is for a layaway (used by the system ONLY)

Account – account information (used by the system ONLY)

Cust ID – customer identification number (used by the system ONLY)

Pay Desc – further description of payment (this allows you to type further detail about the payment if necessary – just a notation field)

Entering a New Express Sale (Using *Quick Scan*)

All new sales are generated from the Invoice screen. However, the Express Check-Out version of this screen contains additional short-cuts designed for quicker sale processing.

This section covers the fast processing of a sale when the *Quick Scan* field is used. The Quick Scan field is located at the middle top portion of the screen and is always highlighted first when a new sale is started. If it says *Quick Entry*, then move on to the next section.

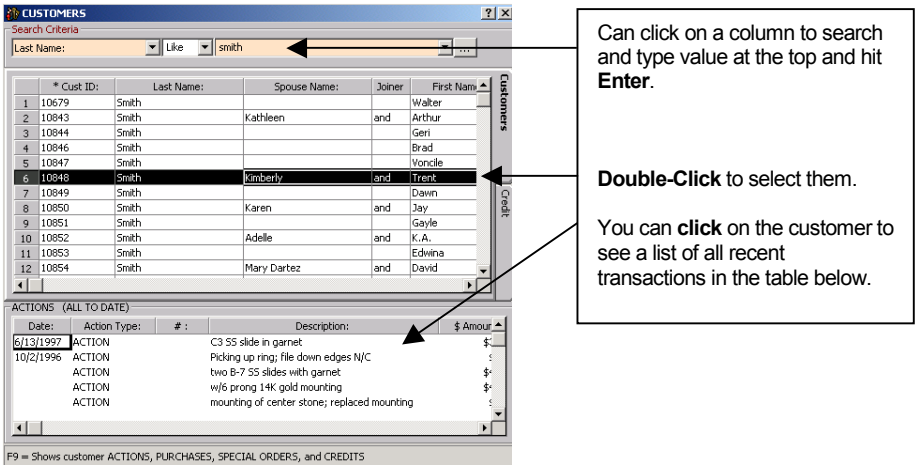
If you, as the cashier, are unsure about any particular field, you can always place the mouse pointer over the field (without clicking a button) and brief help text will appear.

Ringing Up a <u>Standard</u> Sale

The following will walk you through a standard sale transaction.

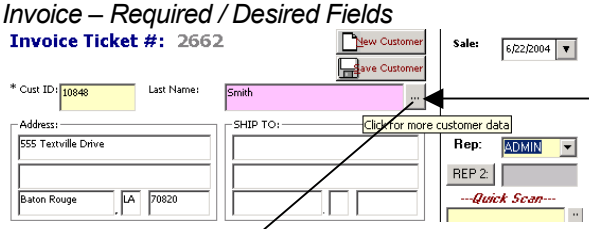
1. From the **Quick Sale** screen, if you are not sure if the customer is new or not, click **F8:Customers** to search, otherwise click the **New Customer** button to generate a new Customer ID and skip to step 3.
2. **Customer Search :** Search to find customer, then **double-click** the record in the table to select him or her.

Customer Search


CUSTOMERS
Search Criteria
Last Name:
Like
smith
* Cust ID:
Last Name:
Spouse Name:
Joiner
First Nam
1 10679 Smith Walter
2 10843 Smith Kathleen and Arthur
3 10844 Smith Geri
4 10846 Smith Brad
5 10847 Smith Voncile
6 10848 Smith Kimberly and Trent
7 10849 Smith Dawn
8 10850 Smith Karen and Jay
9 10851 Smith Gayle
10 10852 Smith Adelle and K.A.
11 10853 Smith Edwina
12 10854 Smith Mary Dartez and David
Customers
ACTIONS (ALL TO DATE)
Date:
Action Type:
:
Description:
$ Amour
6/13/1997 ACTION C3 SS slide in garnet
10/2/1996 ACTION Picking up ring; file down edges N/C
ACTION two B-7 SS slides with garnet
ACTION w/6 prong 14K gold mounting
ACTION mounting of center stone; replaced mounting
F9 = Shows customer ACTIONS, PURCHASES, SPECIAL ORDERS, and CREDITS
Can click on a column to search and type value at the top and hit Enter.
Double-Click to select them.
You can click on the customer to see a list of all recent transactions in the table below.

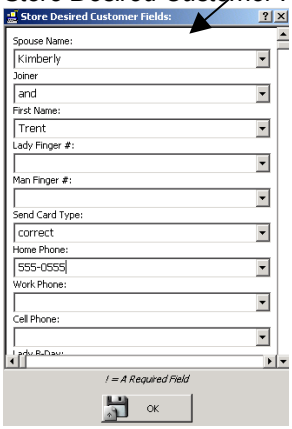
3. **Required / Desired Field Entry :** Click the ellipse button next to the customer name to enter any required or desired customer fields. Go down the list entering any customer data that is desired or required by your organization.

Invoice – Required / Desired Fields



Click here or hit **Enter** twice from the customer name to enter the customer required / desired fields.

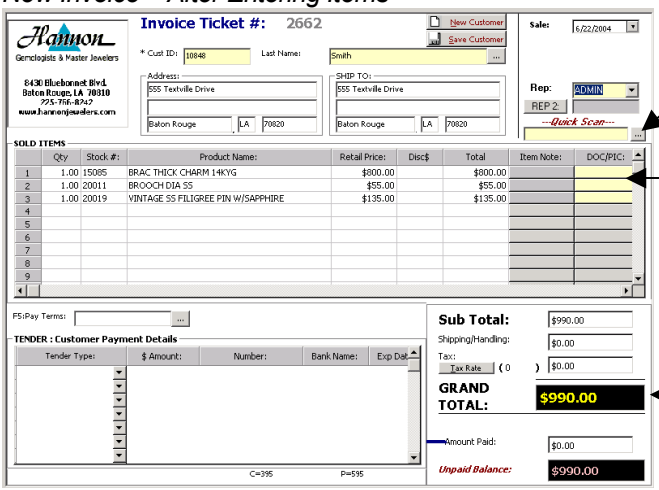
Store Desired Customer Fields List



4. Hit the **Enter** key to highlight the address information. Enter all address 1 and 2 information (if available), and continue to hit the **Enter** key until the **Quick Scan** field is highlighted.

5. **Adding Products to Invoice** : Begin scanning in your products (if you have a scanner) or manually type the stock numbers in this box. If you don't the stock numbers, you can search for product by **double-clicking** in the Sold Items table or clicking **F9:Products**. Continue to add as many products as necessary.

New Invoice – After Entering Items



The **Quantity** column (by default) is 1. To change this default, select the quick scan options ellipse button.

These products have pictures or attachments available (because the color changed). You can click the DOC/PIC column button to display this products picture or attachment.

TOTALS are automatic at the bottom awaiting payment

NOTE: If you made a mistake and want the product **REMOVED** from this ticket, just click in the Quantity (**Qty**) column and change it to zero and hit the **Enter** key. The item is then removed from the ticket.

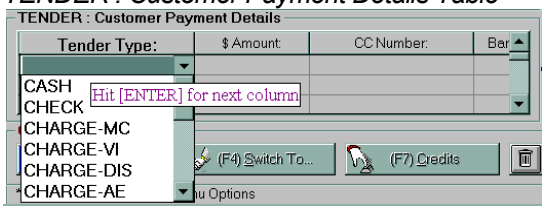
NOTE: The options ellipse button next to the **Quick Scan** box is also where you change the field you are scanning or entering data from. Instead of using the stock #, you can select the vendor's **product number**, a **style number**, a **serial number**, etc.

6. **Rep field** : If your sales rep ID (same as login ID) is not selected in the selected field, select it from the dropdown box and hit **Enter**.

7. **F5:Payment Terms :** If this is a accounts receivable, you place the payment terms here (NET30, NET60, etc.) by clicking F5, then typing them in. The ellipse button to the right will disperse the payments for you based on what you enter. Hit **Enter** on this field to skip to payments table.

8. **Enter Payment** : When the TENDER table is highlighted in the first column (Tender Type), type the first letter of how the customer is paying or click the down arrow to select from a list of different payment tender types.

   TENDER : Customer Payment Details Table

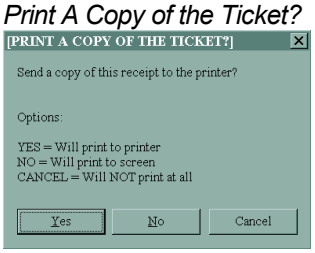
   NOTE: You can keep pressing the **C** key until the correct payment type is selected instead of using the mouse to click the down arrow.

9. Once a payment type is selected (CASH, CHECK, CHARGE, etc.), then the related columns to the right will be highlighted showing you the columns related to your payment type. Enter this data accordingly.

   NOTE: When a credit card is selected, and you have Internet authorization setup (in the HWCONFIG.INI file), it will launch a screen for you to swipe the customer's card. It will then authorize the payment and return back data into this tender record. Keep in mind, however, not all providers offer Internet authorization services. Internet authorization is required for EnterprisePOS for authorizing credit cards. Otherwise, you must manually type the customer's information and use a terminal instead.

10. Press **F2:Save/Print** to complete the sale and print the ticket. You'll get a pop-up message asking you where to send the receipt (screen, printer, or not print at all).

    Print A Copy of the Ticket?

    
    [PRINT A COPY OF THE TICKET?]
Send a copy of this receipt to the printer?
Options:
YES = Will print to printer
NO = Will print to screen
CANCEL = Will NOT print at all
Yes
No
Cancel

    NOTE: Your system may be setup to print directly to the printer (in System Settings) which would never show this box. Contact your System Administrator if you want this box to print if it's not, or vise versa.

Non-Standard Sales

For the purposes of this manual, a *non-standard* sale refers to any sale that involves manual changes to the *SOLD ITEMS* table. This includes product price discounting, changing or adding product descriptive detail, adjusting quantity values in the table, changing a unit price, and so on. There are just a few instructions to keep in mind when changing product data during a sale. You do these product item modifications after adding product to the ticket (as in step 5 in the previous section).

1. If you need to change the quantity of the item being sold, you can do so on this first table column (**Qty**). After hitting **Enter** to move to the next column, the totals are recalculated.
2. Changing the **Stock #** field will cause a product search for the item you typed in. Some cashiers feel more comfortable manually typing in these products directly into the table. This works fine.
3. Add additional comments to the product name column if necessary. Any additional data you enter in a product name cell will also print on the invoice.
4. Enter any unit price percentage discount in the **Dis%** column. For example, for a 20% discount, enter a value of .2, then hit **Enter**. You'll see the unit price for the item adjust along with all invoice totals.

   NOTE: There is a security right that limits the amount a cashier can discount a product. If the system tells you that you are not authorized to discount over a certain amount, this security right may need to get adjusted.
5. You can change the unit price in the **Price** column if you have proper security rights to do so, then hit **Enter**. You'll see all the invoice totals adjust on the screen.
6. Enter any total line-item discount in the **Dis$** column using the minus sign, then the amount in whole dollars. For example, let's assume you're selling 5 of an item for $100. The "total" column for this line item would have the value of $500. If you're giving a customer $50 off their purchase, you'd simply enter the –50 value in this **Dis$** column, then hit **Enter**. You'll see the invoice totals adjust to reflect the discount.

   NOTE: In the ellipse option button next to **Quick Scan**, you have default discount fields to allow you to add an automatic default for each item you add to the ticket. You can also discount an entire invoice by hitting Enter in the discount box on the Options screen.
7. Click the **Item Note** column button to enter any additional information about an individual product line item. Just another good spot for entering a comment about the item that can be easily added to an invoice report.
8. **Tax Level** (0=Normal, 1=Conditional, 2=Non-Taxable) column can be adjusted if necessary, but it is generally hidden and is automatically entered by the system. If you are showing this column, however, this is a quick way to make something non-taxable on the fly.

After making your modifications to the *ITEMS SOLD* table, you can continue to step 6 in the previous section and proceed as normal to enter other fields or payments.

Using the Quick Entry Method for Systems without Bar-Code Scanners

As mentioned previously, this entry mode can be turned on under Systems Settings by your System Administrator and will do a search after each character typed. This entry mode is designed for any industry without bar-coding and where little product or customer data is collected at the point-of-sale. The restaurant or fast food industry is a good example of where this mode would be applicable.

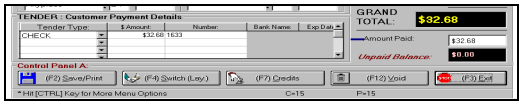
First of all, the process is the same as previously (although more fields on the screen would generally be disabled in common practice) except when you get to the **Quick Scan** field.

1. Begin typing the inventory number of the first item being sold. As soon as you type enough characters for the system to find the item, the system will immediately add the item to the ticket and clear the space for the next item number. Repeat this for each item being sold. When finished, hit **Enter**.
2. If you don't have a *pre-defined* default customer, then you can enter a default customer under System Settings (such as CASH SALE), so you will not have to enter any customer data at all. All of these transactions would be under the "CASH SALE" customer account. This gives you the maximum data-entry speed potential for ringing up a transaction.

Enter Payment Type and Amount

3. Type the first letter of the **Tender Type** (payment), for example, a "C" for CHECK. You may need to hit "C" more than once since there are several payment types that start with "C". Hit **Enter** when the payment type is found.
4. Enter the amount of payment in the **Amount** field, then hit **Enter**.
5. Enter other fields as necessary (depending on how the customer is paying) such as check number, credit card number, expiration date, etc.

   New Invoice – EXAMPLE Tender: Customer Payment Details



   NOTE: The amount paid should be the same as Grand Total, and the Unpaid Balance should read $0.00. Unless, of course, a predefined charge-account customer is selected and the ON ACCOUNT tender type is used. However, this is generally not used in Quick Entry mode (businesses using this mode generally would never use accounts receivables since everything is usually entered under a CASH SALE).
6. Hit the **F2** key to save and complete the sale after the customer payment(s) is entered. The receipt is then printed or displayed to the screen.

Applying In-Store Credit Toward a Sale (AFTER TAX)

A customer who has been given an in-store credit for a returned item may use that credit toward the purchase of others items. When the cashier selects the *TENDER* table to enter payment, a popup window appears informing the cashier that the customer has a credit available and asks if the credit should be used on this ticket. In most instances, the cashier would remind the customer of the credit and allow them to decide whether to apply it to the current purchase or not.

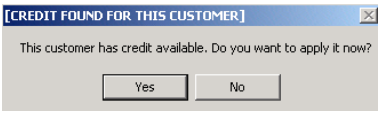
This section covers the application of these credits after tax. All *after tax* credits are treated as payments. These credits include the following.

- *STORE CREDIT* types - from returned merchandise
- DEPOSIT types - money deposited by the customer to be used on a future sale
- GIFT CERT types - gift certificates purchased by the customer

Before-Tax credits, on the other hand, must be applied differently. These are entered as invoice *adjustments* and appear in the *ITEMS SOLD* table as a negative value, for example, a TRADE type. See the next section for details on these types of credit.

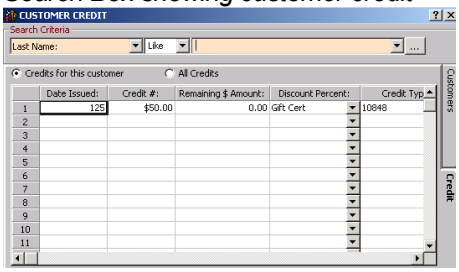
1. On a sale, finish entering all information on the invoice screen (items sold, invoice fields, customer data, etc.). When you enter the *TENDER* table, a pop-up box will notify you about the customer having credit available.

Credit Found For This Customer



2. Click **Yes** in the popup window to apply the credit toward the purchase of the items in this sale.

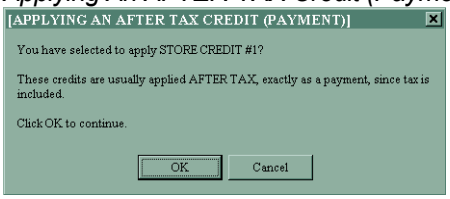
Search Box showing customer credit



NOTE: The Search Box popup window appears with a list of available credit for the customer.

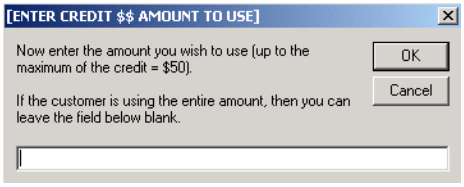
3. Double click on the available credit item to select it. A pop-up message box appears to verify that you've selected the correct credit, click **OK**.

Applying An AFTER-TAX Credit (Payment)


[APPLYING AN AFTER TAX CREDIT (PAYMENT)]
You have selected to apply STORE CREDIT #1?
These credits are usually applied AFTER TAX, exactly as a payment, since tax is included.
Click OK to continue.
OK
Cancel

4. Another box appears wanting to know exactly how much of the credit to apply. Enter the amount the customer wants to apply to the ticket and click **OK**.

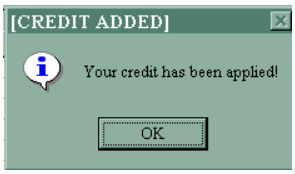
Enter Credit $$ Amount to Use


[ENTER CREDIT $$ AMOUNT TO USE]
Now enter the amount you wish to use (up to the maximum of the credit = $50).
If the customer is using the entire amount, then you can leave the field below blank.
OK
Cancel

NOTE: To apply the entire amount, just leave the box blank and click **OK**.

5. A notification box appears telling you the credit was applied (to the table as a payment) successfully. Click **OK** to return back to the invoice. Notice the invoice totals are adjusted to reflect the application of the credit.

Credit Added



Applying In-Store Credit Toward a Sale (BEFORE TAX)

Credits that are applied before tax are treated as negative line items to deduct the value of the ticket before tax is calculated. Often, these pre-tax credits are used to give customers tax breaks since it reduces the invoice sub total, thereby reducing the amount of tax calculated. The following are some examples of pre-tax credits.

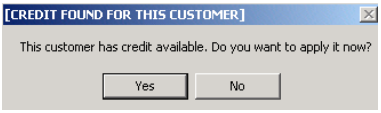
- **TRADE** Types – swapping one product or service for another (gives the customer a tax break)
- **DEPOSIT** Types – same as the after-tax deposit except it is recorded as a negative line item on the ticket (be careful using this – could be considered a form of tax evasion in some states)
- **DISCOUNTS** (Employee discounts, promotional discounts, etc.) – this is no different than manually entering the discount in the table for a specific line item (column 6) except this is applied to the entire ticket, not just a single line item
- **COUPON** Type – used as a pre-tax adjustment because coupons are usually handed out before tax (coupons are rarely "sold", so no tax is included in their amount)
- **PRICE ADJUSTMENT** Type – if you need to adjust an invoice sub-total for whatever reason and reflect it as an invoice line item, you can do that here
- **OTHER** Type – could be anything else!

NOTE: Contact your CPA if you're not sure you're doing the pre-tax and post-tax credits properly.

The application of a pre-tax credit is very similar to the application of a post-tax credit in the previous section. The following steps will walk you through this process.

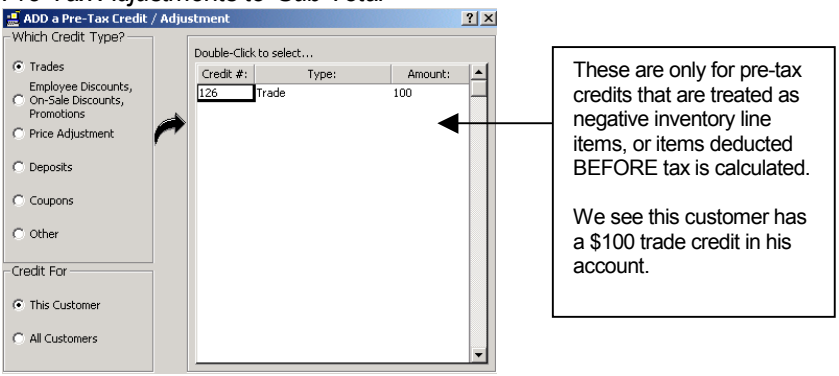
1. On a sale, finish entering all information on the invoice screen (items sold, invoice fields, customer data, etc.). When you make it down to the *TENDER* table, a pop-up box will notify you about the customer having credit available.

Credit Found For This Customer



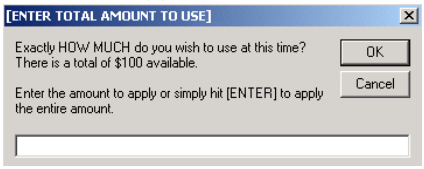
2. Click **Yes**. You'll notice the PRE-TAX credit selection screen appears.

Pre-Tax Adjustments to 'Sub Total'



3. **Double-click** the credit to apply it.
4. Click **Yes** to apply the selected credit (or **No** if you made a mistake and clicked on the wrong one).
5. Enter the total amount you want to apply (of this credit) to the ticket in the blank below of the pop-up amount box, then click **OK**.

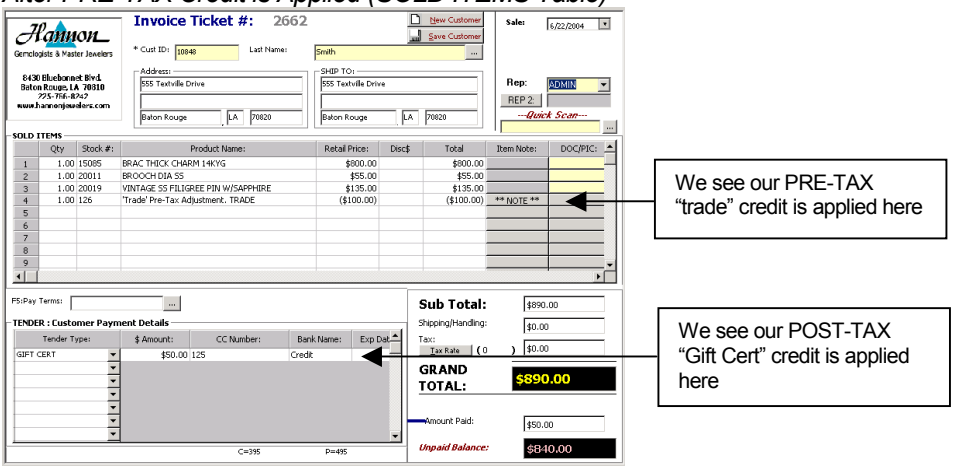
Enter Credit $$ Amount to Use


[ENTER TOTAL AMOUNT TO USE]
Exactly HOW MUCH do you wish to use at this time?
There is a total of $100 available.
Enter the amount to apply or simply hit [ENTER] to apply the entire amount.
OK
Cancel

NOTE: To apply the entire amount, just leave it blank and click **OK**.

6. You'll see the credit applied as a negative line item on the ticket and the invoice totals adjusted.

After PRE-TAX Credit is Applied (SOLD ITEMS Table)

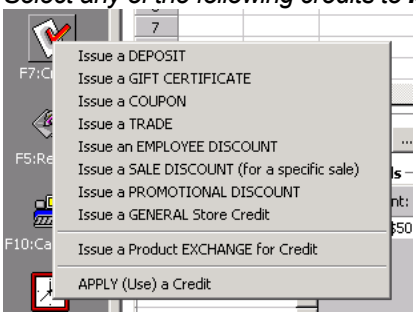

Invoice Ticket #: 2662
SOLD ITEMS
1 1.00 15085 BRAC THICK CHARM 14KYG $800.00 $800.00
2 1.00 20011 BROOCH DIA SS $55.00 $55.00
3 1.00 20019 VINTAGE SS FILIGREE PIN W/SAPPHIRE $135.00 $135.00
4 1.00 126 'Trade' Pre-Tax Adjustment. TRADE ($100.00) ($100.00) ** NOTE **
TENDER : Customer Payment Details
GIFT CERT $50.00 125 Credit
Sub Total: $890.00
Shipping/Handling: $0.00
Tax: $0.00
GRAND TOTAL: $890.00
Amount Paid: $50.00
Unpaid Balance: $840.00
We see our PRE-TAX "trade" credit is applied here
We see our POST-TAX "Gift Cert" credit is applied here

Issuing New Credit to a Customer from the Point-Of-Sale

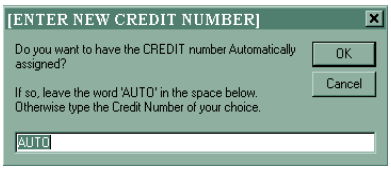
At the point-of-sale sales screen, you can issue any form of credit.

1. Click the **F7:Credit** button. The credit menu appears.

*Select any of the following credits to **Issue***


Issue a DEPOSIT
Issue a GIFT CERTIFICATE
Issue a COUPON
Issue a TRADE
Issue an EMPLOYEE DISCOUNT
Issue a SALE DISCOUNT (for a specific sale)
Issue a PROMOTIONAL DISCOUNT
Issue a GENERAL Store Credit
Issue a Product EXCHANGE for Credit
APPLY (Use) a Credit

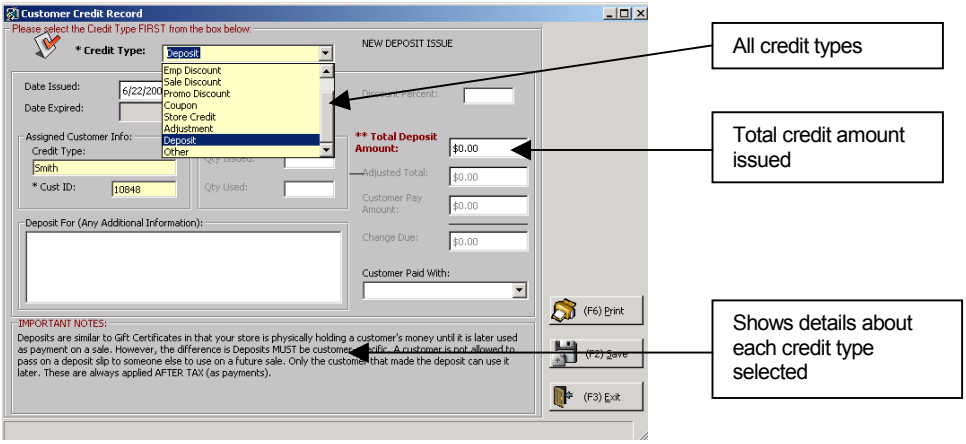
Enter New Credit Number


[ENTER NEW CREDIT NUMBER]
Do you want to have the CREDIT number Automatically assigned?
If so, leave the word 'AUTO' in the space below.
Otherwise type the Credit Number of your choice.
OK
Cancel
AUTO

2. Leave the **AUTO** in the blank and click the **OK** button to allow the system to automatically assign the credit number for the new credit record. The new credit screen will then appear with the newly assigned credit number.

   NOTE: If you are using a manual credit slip booklet, this pop-up box allows you to enter the credit slip number here. Keep in mind that you are not allowed to enter a number that is already being used in the system.

Customer Credit Record


Customer Credit Record
Please select the Credit Type FIRST from the box below.
* Credit Type:
Deposit
NEW DEPOSIT ISSUE
Emp Discount
Sale Discount
Promo Discount
Coupon
Store Credit
Adjustment
Deposit
Other
Date Issued:
Date Expired:
Assigned Customer Info:
Credit Type:
Smith
* Cust ID:
10848
** Total Deposit Amount:
$0.00
Adjusted Total:
Customer Pay Amount:
Change Due:
Customer Paid With:
Deposit For (Any Additional Information):
IMPORTANT NOTES:
Deposits are similar to Gift Certificates in that your store is physically holding a customer's money until it is later used as payment on a sale. However, the difference is Deposits MUST be customer-specific. A customer is not allowed to pass on a deposit slip to someone else to use on a future sale. Only the customer that made the deposit can use it later. These are always applied AFTER TAX (as payments).
(F6) Print
(F2) Save
(F3) Exit
All credit types
Total credit amount issued
Shows details about each credit type selected

3. Enter the total credit amount issued to this customer (top currency field on the right).

4. If necessary, there is a **Customer Paid With** field to enter how they purchased the credit (only for Gift Certificates, Deposits, etc. where the customer is putting money down to receive the credit). You can also enter the **Customer Pay Amount** field to reflect the amount they put down (may need to give them change if they pay for the credit in CASH, for example).

5. If necessary, you can enter quantity information in the **Qty Issued** boxes (usually for promotional discounts or coupons to keep track of credits issued).

   NOTE: Quantity values are never used for individual customers. They are only for *generic* credits for promotional purposes - available to anyone. For example, you could select a *COUPON* credit type and enter 100 in the **Qty Issued** box. Then, you could enter a coupon amount, say $10, in the top currency box on the right. Saving this credit would allow this $10 credit to be used exactly 100 times before it expires. The **Qty Used** field tallies exactly how many of the credits have been used over time. When quantity used equals the quantity issued, the credit becomes invalid. These are great for grand openings, limited-time specials, etc.

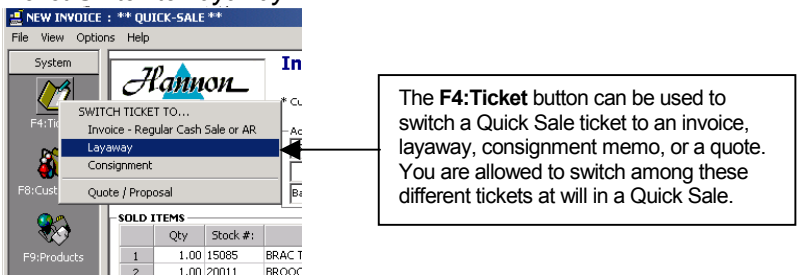
6. Click **F2** or the **Save** button to save the credit. Click **F6** or the **Print** button to print the credit slip.

7. Click **F3** or the **Exit** button to return back to the invoice screen.

Entering a New Layaway (from Quick Sale)

Layaway sales (often called *future sales*) are entered into the system by either selecting a **New Layaway** from a customer's account or by clicking the **F4:Ticket** button to switch the ticket from a default sale to a Layaway .

Ticket Switch to Layaway


NEW INVOICE : ** QUICK-SALE **
File View Options Help
System
SWITCH TICKET TO...
Invoice - Regular Cash Sale or AR
Layaway
Consignment
Quote / Proposal
F4:Ti
F8:Cust
F9:Products
SOLD ITEMS
Qty
Stock #:
1.00
15085
The F4:Ticket button can be used to switch a Quick Sale ticket to an invoice, layaway, consignment memo, or a quote. You are allowed to switch among these different tickets at will in a Quick Sale.

You'll notice some additional fields appear when a layaway is selected (along with the word *LAYAWAY* at the top of the screen).

Keep in mind that layaways are NOT sales or accounts receivables. Layaways are actually sales in-progress. By doing a layaway, you are holding product and taking a customer's payment deposits until the total of the invoice is paid off. It is a sale that is stretched over a long period of time before its completion. Because layaways are not completed sales until the total is paid, you also do not pay tax on this amount. However, an Accounts Receivable IS a sale. These are completed sales in which a customer charge account is used to pay off the amount. The following comparison should help you understand the differences.

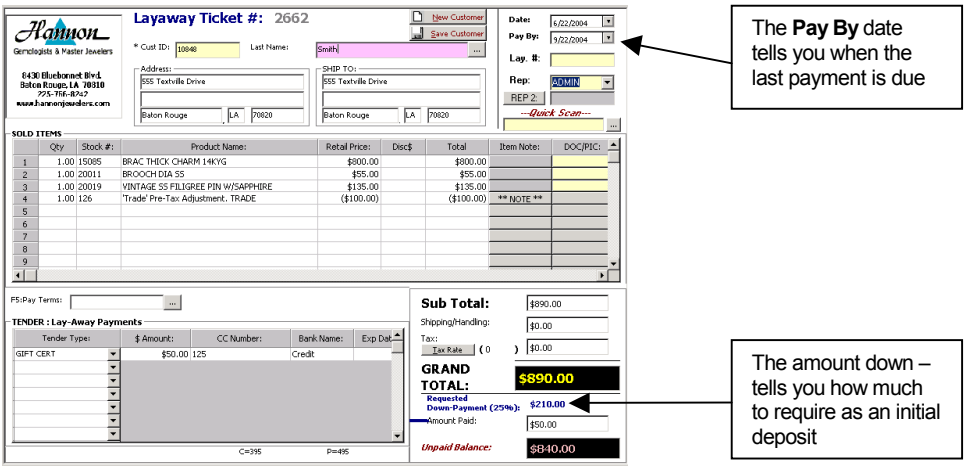
- **SALE** – A completed sale transaction that is paid in full – covered in the previous sections
- **LAYAWAY** – A sale-in-progress to be completed on some designated date in the future where product remains in the store – covered in this section
- **ACCOUNTS RECEIVABLE** – A completed sale transaction that is not paid in full (usage of a customer charge account as tender) and product leaves the store (includes the most risk of product loss) – covered in the next section
- **QUOTE** – A proposal for a sale – covered later in this chapter

See the following **Chapter 7** on Cashing Out at Days End for more detail on how these various transactions work financially.

The following steps cover the process of ringing up a new layaway. The process is very similar to ringing up a standard sale.

1. Enter all invoice information as described previously. However, do NOT enter any payments as of yet.
2. When the ticket is switched to a layaway with **F4**. Notice the value at the bottom right that gives you an estimate of the deposit amount to tell the customer. This is a percentage value under System Settings and entered by your System Administrator. For example, if your percent down is 20%, then 20% of the grand total will be calculated here for the customer's initial deposit amount.

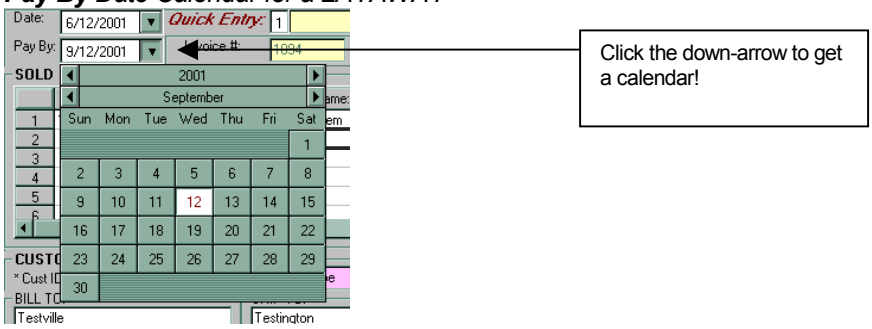
New Invoice LAYAWAY


Layaway Ticket #: 2662
Date: 6/22/2004
Pay By: 9/22/2004
Sub Total: $890.00
GRAND TOTAL: $890.00
Requested Down-Payment (25%): $210.00
Unpaid Balance: $840.00
The Pay By date tells you when the last payment is due
The amount down – tells you how much to require as an initial deposit

NOTE: The amount down shown is only an estimate to save you time from having to manually calculate this figure. The exact amount is not required. The customer can put more or less down.

3. Check the **Pay By** date and make sure this is correct. This is another predefined system setting by the System Administrator. If the calculation is not correct (you need a shorter or longer layaway period, then adjust this date by clicking on the down-arrow with the mouse. It will pop up a calendar for you to select the new due date. Remember, if you forget to double check this date, the over-due reports for management could falsely report this customer in their future collections list.

***Pay By** Date Calendar for a LAYAWAY*

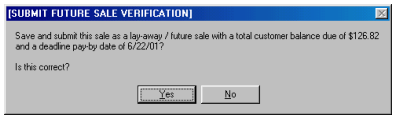


4. Enter any remaining information on the screen needed (including payments) exactly as you would a normal sale.

   NOTE: You'll notice a new field called **Layaway #** to the right of the invoice number at the top of the screen. This is automatically assigned by the system unless you enter something for this field manually. If you are using special manual layaway receipt booklets requiring customer signatures and disclaimers, you can enter the manual layaway receipt number here.

5. Click on the **Save/Print** button or press **F2** to save the layaway.

Submit Future Sale Verification


[SUBMIT FUTURE SALE VERIFICATION]
Save and submit this sale as a lay-away / future sale with a total customer balance due of $126.82 and a deadline pay-by date of 6/22/01?
Is this correct?
Yes
No

NOTE: The Submit Future Sale Verification popup window appears and asks if you want to save and submit this sale as a layaway showing you the total customer balance and deadline (Pay By) date.

6. If the amounts and dates are correct, click **Yes** to continue. Otherwise, click **No** to return to the layaway screen and make adjustments as needed.

Performing an Express Return or Refund for a Customer

The following steps will briefly cover how to process an express return or refund from the Quick Sale screen.

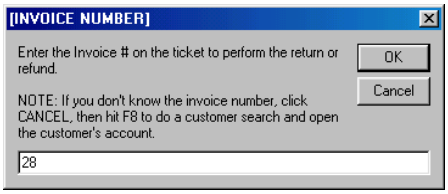
The following process focuses on two different customer scenarios – whether or not the customer has their receipt!

The Customer Has Their Receipt

When the customer has their receipt, it makes life a little easier from the cashier's perspective since there's no need to search for the invoice record.

1. From a refreshed sales screen, press the **F11:Returns** button.
2. A pop-up box asking for the invoice number appears. Enter the invoice number value from the customer's receipt.

   Invoice Number

   
   [INVOICE NUMBER]
Enter the Invoice # on the ticket to perform the return or refund.
NOTE: If you don't know the invoice number, click CANCEL, then hit F8 to do a customer search and open the customer's account.
OK
Cancel
28

   NOTE: You will not get this box if you are within an already completed sale. Instead, the system assumes you want to return product on the current invoice and will skip this step.
3. Enter the invoice number in the blank text field and click **OK**. You'll see the invoice appear you selected.

   NOTE: If you do not know the invoice number, click Cancel and press F8 to do a customer search and open the customer's account.
4. Click the item(s) the customer wants to return and it totals the return amount at the bottom and items being returned are selected in red.
5. Select whether this will be a return for **store credit** or a **refund** of money at the bottom check box (where payments were).
6. Finally, click **F2** to complete the return / refund and print a new ticket with the adjustments if needed.

The Customer Does NOT Have Their Receipt

When the customer does not have their receipt, the return process involves a little more effort because a search must be performed to find their ticket. Most retail establishments avoid accepting any returns without a receipt, but of course there are always exceptions.

After the customer is selected and the ticket is found and opened, the process is exactly the same as previously. When the customer ticket is found and opened, follow the previous steps.

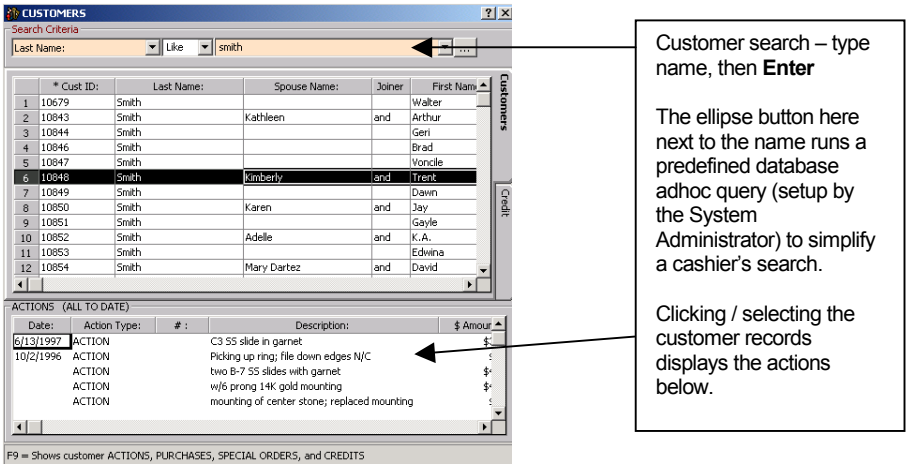
Searching Existing Customer Accounts at the Point-of-Sale

The sales screen (both *Express Check-Out* and *Quick Sale*) have customer account searching screens by pressing the **F8:Customers** button. This feature is frequently used for either repeat customers or processing returns. All cashiers should get in the habit of using this screen FIRST before a customer is rung up as new to avoid duplicate customer accounts in the system.

The following is a walk through on the usage of the customer account search screen.

1. Hit the **F8** key or click **F8:Customers** to pull up a customer look-up / search box.

Customer Search Box


CUSTOMERS
Search Criteria
Last Name:
Like
smith
* Cust ID:
Last Name:
Spouse Name:
Joiner
First Nam
1 10679 Smith Walter
2 10843 Smith Kathleen and Arthur
3 10844 Smith Geri
4 10846 Smith Brad
5 10847 Smith Voncile
6 10848 Smith kimberly and Trent
7 10849 Smith Dawn
8 10850 Smith Karen and Jay
9 10851 Smith Gayle
10 10852 Smith Adelle and K.A.
11 10853 Smith Edwina
12 10854 Smith Mary Dartez and David
Customers
Credit
ACTIONS (ALL TO DATE)
Date:
Action Type:
:
Description:
$ Amour
6/13/1997 ACTION C3 SS slide in garnet
10/2/1996 ACTION Picking up ring; file down edges N/C
ACTION two B-7 SS slides with garnet
ACTION w/6 prong 14K gold mounting
ACTION mounting of center stone; replaced mounting
F9 = Shows customer ACTIONS, PURCHASES, SPECIAL ORDERS, and CREDITS
Customer search – type name, then Enter
The ellipse button here next to the name runs a predefined database adhoc query (setup by the System Administrator) to simplify a cashier's search.
Clicking / selecting the customer records displays the actions below.

2. First find the customer with the search fields provided (See **Chapter 2** for more detail on search engines).
3. Either single click on the customer record to select it, or hit the **Tab** key twice and the arrow keys to move to the record with the keyboard.
4. While the customer is highlighted, hit the **F9** key to display their purchase history in a new table below.
5. When you find the sale in their history, double click on the record to pull up the ticket. Or, you can use just the keyboard by hitting **Tab** until the table is selected, then arrow-key down to the record and press **F10** to pull up the ticket.

Entering an Express Sales Proposal (QUOTE)

The process of doing a sales proposal (quote) from one of the invoice screens (the Quick Sale or Express Check-Out) is exactly the same as entering a quote from the Customer Detail Record. There are only 2 differences.

1. Press the **F4** key or click **F4:Ticket** to select a QUOTE like you did a LAYAWAY previously until the ticket says "QUOTE" at the top.
2. Now you must select the customer with **F8:Customer** or by clicking the **New Customer** button to enter new customer data.

At this point, the process of filling out the screen's information, saving, then printing are exactly the same as explained in Chapter 5. When finished filling out the information on the screen and assigning product, hit the **F2** key to **Save and Print** the proposal form.

Voiding a Sale

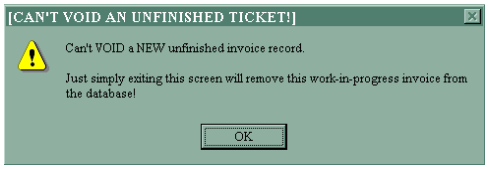
Once again, the process of voiding a sale directly from the invoice screen is no different from within the Customer Detail Record screen. However, the voiding of sales process can be kicked off in several different areas outside of the invoice screen, not just the Customer Detail Record.

Basically, any screen that allows you to delete records from a table can enter the void process by clicking on an invoice record before the delete key is pressed (**F12**) or by right-clicking on the sale record and selecting **VOID** or **DELETE** (depending on which screen you are in).

If you already have an invoice opened, **F12:VOID** will also do the trick to remove the ticket you have opened and automatically exiting the screen.

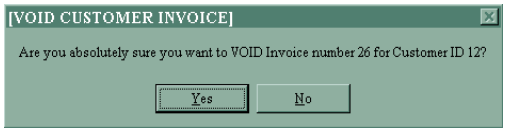
First of all, the system will not allow you to void any work-in-progress new sale since you can simply click **F3** to cancel the sale and refresh the screen. A completed sale must be opened before a void will work directly from the Invoice screen.

Can't VOID an Unfinished Ticket


[CAN'T VOID AN UNFINISHED TICKET!]
Can't VOID a NEW unfinished invoice record.
Just simply exiting this screen will remove this work-in-progress invoice from the database!
OK

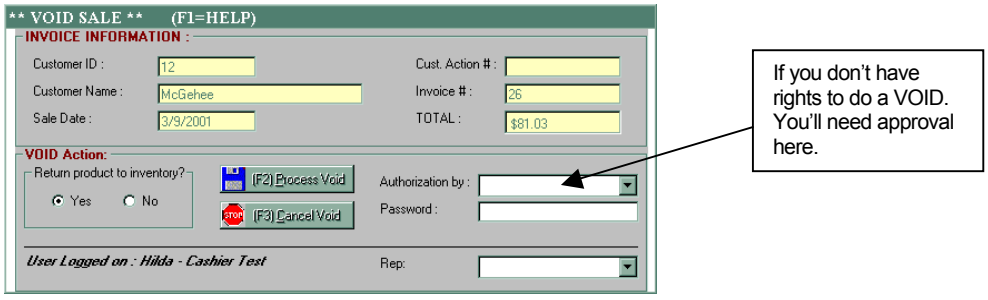
The following steps will walk you through the entire void process of the invoice screen (in either Express Check-Out or Quick Sale) beginning from a refreshed new-sale screen.

Void Customer Invoice Verification



1. Click **Yes** and the VOID screen is displayed for this ticket.

Void Sale Screen



2. If your System Settings or security level requires supervisor approval, you'll need to have a supervisor enter their ID and password on the right to process the VOID.

3. Press the **F2** key to process the void. The system will refresh to a new Quick Sale screen after the void has been processed successfully. If you voided from the EnterprisePOS Desktop or the Customer Account Detail screen, the record will just be removed from the table.

Entering an Express Accounts Receivable

An accounts receivable sale is nothing more than a regular sale whose tender is diverted to a pre-defined customer charge account. There is no way to create a new customer charge account at the point-of-sale. This requires special customer fields that must be entered under the *Personal* section of the customer's detail record screen (along with usually an in-depth customer background check and possibly the contact of trade references on the part of management) before a charge account is opened for use. This is not something that is generally done by cashiers.

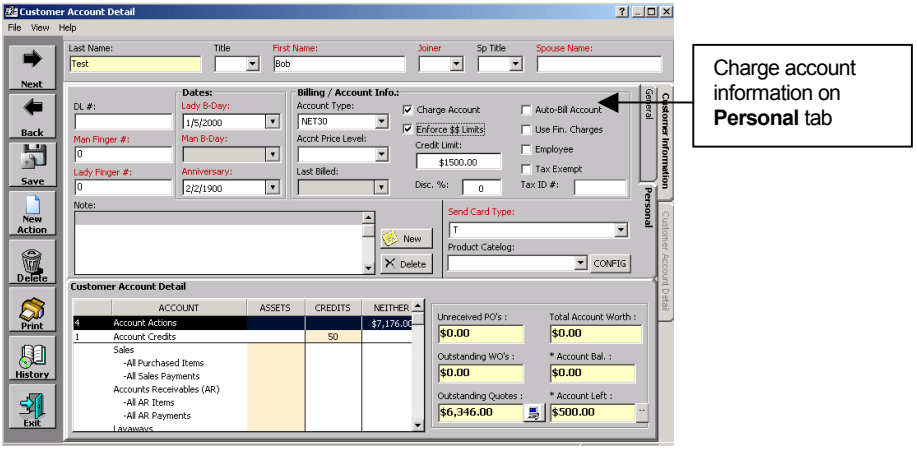
Pre-Define a Customer Charge Account – Management's Role

For a customer to purchase *on account*, you should first setup a customer with a charge account. You can do this from the point-of-sale (if the user has the appropriate security right assigned to their group – RIGHT #48), but it is not recommended. Generally, an approval process must take place before a customer is issued a store charge account.

If the user does have the required security right assigned to their group (RIGHT #48), then the following steps would apply from the Desktop.

1. Sign on to the EnterprisePOS Desktop.
2. From the **Customers** area, search for the customer you want to establish a store charge account for, or create a new customer with the vertical **New** button to the right of the customer table.
3. From the **Customer Detail Record** screen, click the **Personal** tab.

Customer Account Detail Record – Personal Tab



Charge account information on **Personal** tab

4. Click the **Charge Account** box. You'll notice that, by default, the **Enforce $$ Limits** is enabled and checked. Without this value being checked, the cashier has the ability to increase their account limit indefinitely. Use caution if you decide to not use the enforcement of charge account dollar limits.

5. Enter the **Account Type** value. This value is the length of time extended to the customer before payment in full is due. For example, NET30 for a month, NET45 for 45 days, etc.
6. Enter the **Credit Limit** field. This is the absolute maximum value the customer can use to pay for merchandise in your store. The only exception is when the **Enforce $$ Limits** is not checked which would allow the cashier to extend additional charge credit dollars at the point-of-sale if necessary.
7. No other fields are required for a charge account. If there are any other preferred fields you need to enter on either tab, do it now.
8. Click the **Save** button. A pop-up box is displayed saying the customer was saved successfully.

How to Use Customer Charge Accounts at the Point-Of-Sale – The Cashier's Role

Even though a customer charge account is similar to regular store credit, their application and how it is processed financially is very different.

When a charge account customer is checking out merchandise, there is no pop-up notification to inform the cashier that the customer has available charge account dollars. However, this DOES happen for store credit.

Special emphasis is taken to make absolutely sure a customer is reminded of their store credit because these are funds already collected from the customer. A charge account, on the other hand, is nothing more than a promise to pay - no funds were ever collected to date. When funds ARE eventually collected, it goes against their charge account balance and frees up additional charge space much like a store-issued credit card.

The reason cashier pop-up notifications are not provided with charge accounts is largely due to the risk associated with allowing customers to pay on account. Payments on account are usually a convenience provided for the customer, but it is definitely not a store desired way to gather payment for purchases. When a customer walks out of your store with merchandise, there are no guarantees that compensation will ever be collected. On top of the risk issue, it is usually financially inconvenient for the store to be required to track funds outstanding. This often has a substantial cost included with it as well due to the time value of money and the employee effort involved in playing the collections department.

Unlike these charge accounts, layaways and regular sales keep product in the store until the ticket is paid in full. For this reason, the EPOS system limits the cashier's role for charge accounts. Cashiers are only able to process a charge account once established by management but not until. The following steps cover this process of charge account usage at the point-of-sale.

1. Follow all steps (at the beginning of this chapter) for ringing up a regular sale. Make sure you select the correct customer (with a pre-defined charge account like explained in the last section).
2. When the *TENDER* Table is highlighted in the **Tender Type** column, either type "O" or click the down arrow to select **ON ACCOUNT** from the list then hit the **Enter** key.

   NOTE: If you selected a customer who is not setup with a charge account, the system will tell you immediately and not allow the transaction to complete.
3. Enter the **Amount** to pay using the charge account. Keep in mind the customer is perfectly able to pay a portion on their charge account and a portion with actual funds.

Simply move down (with the arrow key) to a blank row in the table and select another payment / tender type if necessary.

4. Although not required, you have a space in the 3rd column for a **PO Number**. Usually, companies who accept charge accounts require some form of purchase order number from the customer's system.
5. Press the **F2** key or click the **Save / Print** button with the mouse to complete the accounts receivable sale.

Other 'Express' Transactions

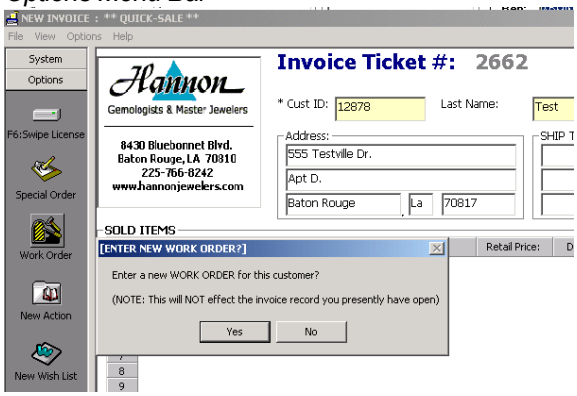
The following are functions less frequently processed from the invoice screen directly (the *Express Check-Out* or *Quick Sale*). However, they are no less important. These are mostly non-sales-related functions, but cashiers may occasionally need to perform some of these tasks depending on their assigned responsibilities.

Express Work Order Entry

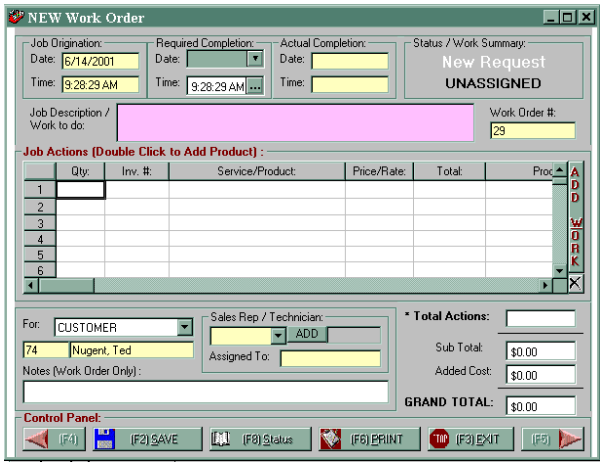
A cashier is able to enter a work order from Quick Sale under the **Options Menu Bar** from a refreshed sales screen, do the following steps to enter a new work order for a customer.

1. First, you need to find the customer. Hit **F8** or **F8:Customers** to find the customer and select them.
2. Click **Options** on the left control panel bar to show the available buttons in this area.

Options Menu Bar



3. Click the **Work Order** button.
4. Click **Yes** on the verification box for a new Work Order entry.



NOTE: The screen opens with the status *New Request – UNASSIGNED*.

5. Enter all information on the screen as covered in **Chapter 5** (see the section on entering a Work Order from the Customer Account Detail screen for more detail).
6. Press the **F2** key or click the **Save** button to complete and save (and/or print) the work order.
7. Press the **F3** key or click the **Exit** button to return back to the invoice screen.

Express Action

From the same **Options Menu Bar**, you can quickly record a new non-financial transaction action by clicking the **New Action** button once a customer is selected.

These Actions can be customized to be whatever you want to track under a customer account, but some examples of how these types of records are used would be as follows.

- A wireless communications company that may want to track the number of cell phone activations
- A store that may want to record when people come by to only browse and not buy
- A store that may want to track donations to an organization with a display in their showroom, for example, the March of Dimes
- A company may want to record product sales presentations for customers. Recording these sales visits or presentations as actions would be a place to enter this date-stamped data for each customer that could be used for reporting to show how many sales presentations resulted in actual sales.

These are some of the non-financial transaction examples based on how the system is used in other organizations. How you plan on using this feature (if at all), of course, depends on the nature of your business.

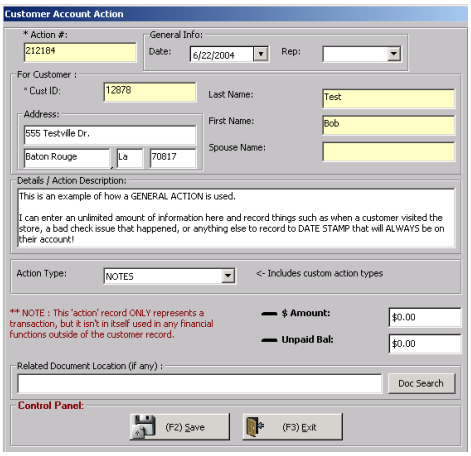
NOTE: The System Administrator is allowed to add new Action Types of non-financial nature like this to the system using the Customization Utility under the EnterprisePOS Desktop **Administration** menu.

1. After entering the new customer on the Quick Sale screen, click the **Options** Menu Bar.

Options Menu Bar

2. Click the **New Action** button.
3. The new action screen appears with the customer information included.

New Customer Account Action Screen


Customer Account Action
* Action #:
212184
General Info:
Date:
6/22/2004
Rep:
For Customer :
* Cust ID:
12878
Last Name:
Test
Address:
First Name:
Bob
555 Testville Dr.
Spouse Name:
Baton Rouge
La
70817
Details / Action Description:
This is an example of how a GENERAL ACTION is used.
I can enter an unlimited amount of information here and record things such as when a customer visited the store, a bad check issue that happened, or anything else to record to DATE STAMP that will ALWAYS be on their account!
Action Type:
NOTES
<- Includes custom action types
** NOTE : This 'action' record ONLY represents a transaction, but it isn't in itself used in any financial functions outside of the customer record.
$ Amount:
$0.00
Unpaid Bal:
$0.00
Related Document Location (if any) :
Doc Search
Control Panel:
(F2) Save
(F3) Exit

NOTE: The two currency fields at the bottom right are not used in any financial functions

4. Enter a detailed **Description** in the center notation box of the Action.
5. Select an **Action Type** from the dropdown list box.
6. If a dollar amount is associated with this action at all, enter this value in the top currency field on the right.
7. If this action is associated with a document giving more information, you can type the path and filename location of the document in the bottom blank space (above the Control Panel). Click the button to the right of the space to search for the document file.

   NOTE: If you attach a document or any file associated to this action, when a user double-clicks on this action record, it will launch this attachment automatically. This is a great way to have Word Documents or Excel Spreadsheets (for example) stored as actions and launchable right from the Desktop when clicked on.
8. When finished, press the **F2** key or click the **Save** button to save the new action to the customer's account.
9. Press **F3** or click the **Exit** button to return back to the Invoice screen.

Express WISH LIST Entry

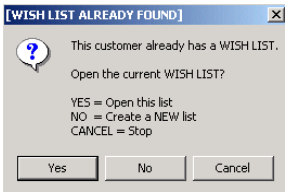
From the same **Options Menu Bar** on the Quick Sale screen, you can quickly record a new customer WISH LIST by clicking the **New Wish List** button once a customer is selected.

A "Wish List" is nothing more than a list of products for the customer that others can purchase from. It is the same thing as a wedding registry. As other customers purchase from another customer's wish list, the items are scratched off the list.

Options Menu Bar

1. From the **Quick Sale** screen, click the **Options** menu bar on the left.
2. Click the **New Wish List** button.

   If the customer already has a Wish List, you get the following.

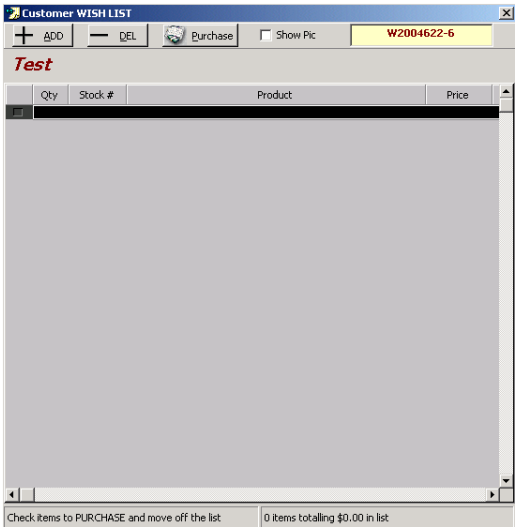


   If the customer does NOT already have a Wish List, or **No** is clicked on the box above, a new list is created. If this is an existing Wish List you are adding to and **Yes** is clicked, then skip to step 4.

[NEW WISH LIST]
Enter a brief DESCRIPTION for this customer's new WISH LIST below...
For example, 'Wedding Registry', 'Her Baby Shower', etc.
OK
Cancel

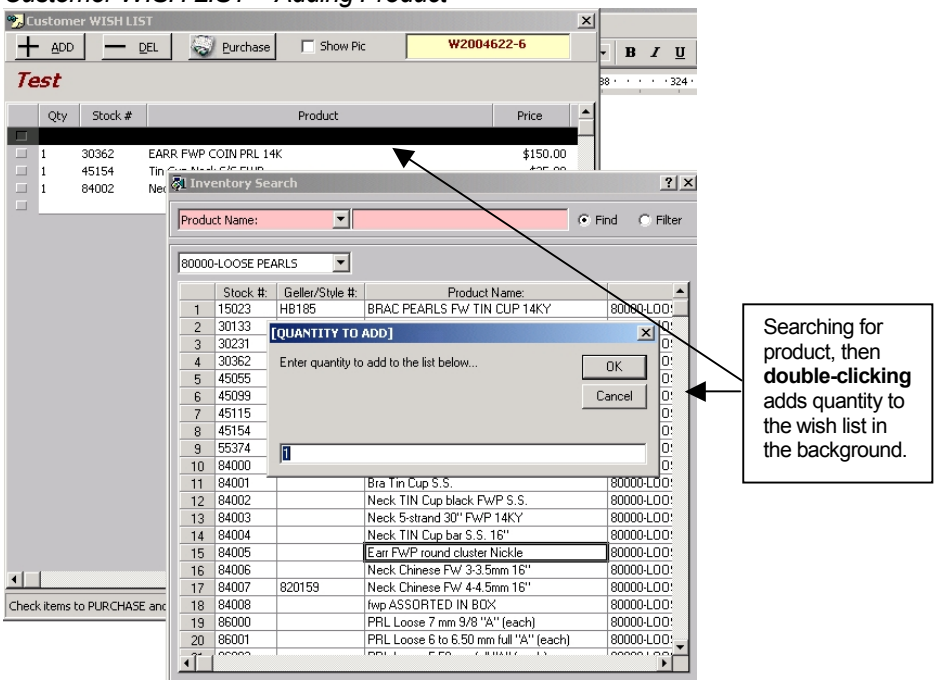
3. Enter a brief description of the Wish List in the box (for example, "Wedding Registry"), then click **OK**. The blank wish list for this customer opens up.

Customer WISH LIST



4. To add items to the list, click the **ADD** button. The standard products search screen comes up.

Customer WISH LIST – Adding Product



5. Begin searching for product and double-clicking to add product to the background (a box pops up asking you for the quantity of items to add to the list)

   NOTE: Adding product to a wish list does NOT commit product quantity. It is nothing more than a list of items the customer would like for others to purchase for them. It does NOT reserve quantity. If a customer purchases from the list, but the store is out of stock, they cannot buy the item… Only special order it.

6. After you finish adding products to this wish list, click the **X** at the top to exit out of the screen.

NOTE: You can open back up this wish list at any time and purchase from it with the **Purchase** button.

Cashing Out from the Invoice Screen – The *Z Report*

The cashiers themselves or shift supervisors must *cash out* the registers at the end of the day or shift. This must be performed in order to close batch transactions and post totals to financial tables for reporting and/or transferring to external accounting packages.

Cashing out is also important to determine beginning and ending daily cash balances to track/correct over and short cash drawer problems as well as for accurate daily bank deposits. Not to mention, this is the only way to catch employee theft.

If the *cashing out* of the register(s) is not done, there is no financial cash sheet (or *Z Report*) record that is placed in the system for that day or shift. Depending on how your system's *transaction posting* is setup (per-shift or per-day) will determine if your totals will wrap over to the next day if cashing out is not done. Also, depending on how your system's *transaction locations* are setup in the store (consolidation of all registers on 1 cash sheet or a separate cash sheet for each register) will determine if you must cash out at each register or only one register for the entire store.

A rule of thumb to use is you *should* cash out at each PC that is setup with a *cash drawer*. If you entire store shares a single cash drawer, then only 1 PC should cash out at the end of the day or shift – the one with the cash drawer that is physically holding the money. Then, keep the cash-out process to only this PC each day.

These are all issues that will be covered in detail in the following chapter.

To cash out at the end of the day from the Quick Sale screen simply click the **F10:CASH OUT** button on the left.

Chapter 7. Cashing Out at End of Day / Shift

The process of *cashing out* at the end of a day or shift is important for closing batch transactions and posting sales totals to financial tables for reporting and/or transferring to external accounting packages. It is also important for determination of beginning and ending daily cash balances to track/correct over and short cash drawer problems as well as for accurate daily bank deposits.

We recommend physically printing a cash sheet / Z report after each shift or day's end to produce a daily paper trail of daily transactions. If your business is ever audited for any reason, you'll be glad you did. Auditors rarely tolerate electronic forms because they can usually be doctored.

This chapter covers all the details of one of the most important functions in the system, the *Cash Out* screen.

What you will find in this chapter…

The *CASH OUT* Screen Layout **2**
- Daily Totals Tab 3
- Goods Sold Today Tab 8
- Activity for Today Tab 8
- Balance Sheet Tab 10
- Screen Buttons and Settings 10
- Today's Drawer Totals 11

Counting Tender **12**
- The Cash Drawer Count Screen 12

Saving / Printing the Z Report **14**

The *CASH OUT* Screen Layout

The EPOS cash screen shows all financial activity for the day or shift (depending on how your system is configured by your Systems Administrator). The term *Cashing Out* refers to closing all financial transactions for a designated business unit of time. It is also sometimes called *Z'ing out* (since a "Z Report" is the industry term for a financial summary statement for the period closed). It marks the end of a financial transaction period or "batch" of records.

Even if you've sold nothing on a given day, it's still good to cash out at least once daily. At some point you'll need to compare the funds collected in the cash drawer to what the system says you should have. Even if no sales occurred for the day, you should still cash out the register to record the zero day in the system. If you don't, your financial report for that day or shift will be missing in the database. It can always easily be reprinted, but for monthly summary reports this day will show omitted. Anyone reading your financial reports (accountants, managers, auditors, etc.) will notice this shift of missing data.

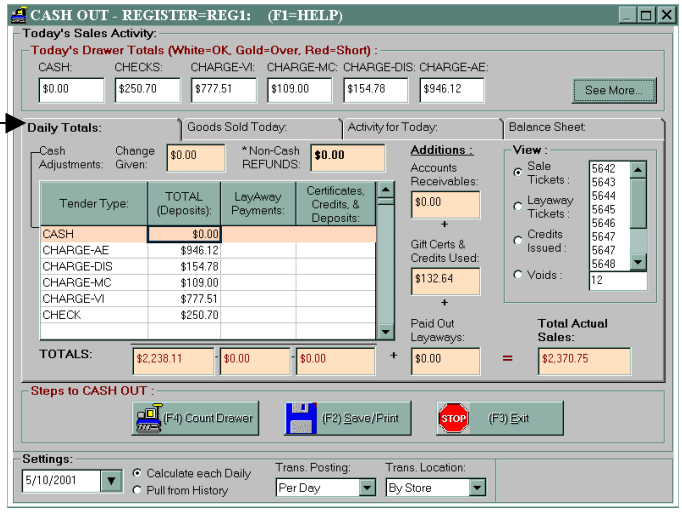
Whether you cash out *by day* or *by shift* depends on the needs of your organization. When your system is setup to *cash out* by day, the system expects you to cash out when you close the business each day – best for single-shift organizations. Financial transactions are closed on the day cashing out occurred only. Any transaction outside of the present day is not included in the close.

On the other hand, cashing out by shift will close every transaction *since the last time you closed*. The system expects you to cash out at the end of each employee shift change. This generally works best for organizations open for long hours (day and night shifts), or any company planning to make more than one trip to the bank per day.

From an accounting and systems standpoint, cashing out by day is far less complex. When your batch of financial records for a single close spans over portions of two separate dates, you can end up with some confusing reports. If you're using an interface to an external financial package, it makes matters even more complex. We recommend cashing out *by day* if at all possible.

Cash Out Screen

Cash Out screen tabs – *Daily Totals* selected



NOTE: The screen is designed using the familiar tabular style.

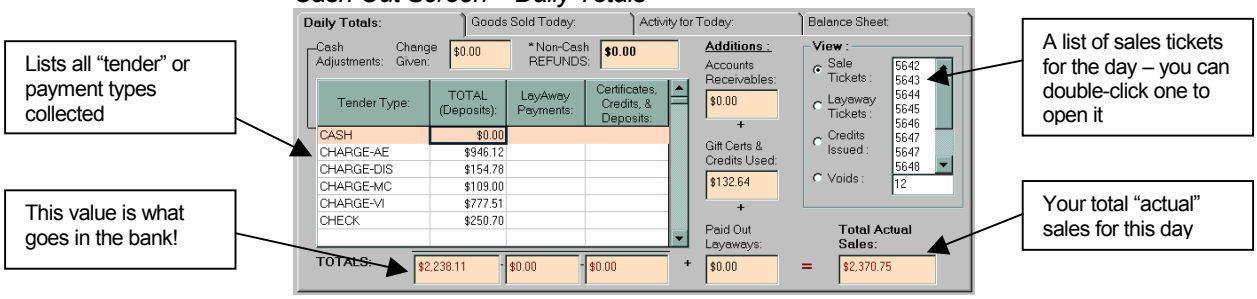
Screen Areas

- **Today's Drawer Totals** – the top frame of the screen holds several counted values from the cash drawer – if any values are over or short of what the system shows *should have been* collected, the color changes (gold=over / red=short)
- **Daily Totals Tab** – this tab holds all general cash sheet data
- **Goods Sold Today Tab** – this shows a list of items sold (or put on layaway) today
- **Activity for Today Tab** – this shows a list of all customer actions or business activity that occurred today (such as sale receipts, layaway receipts, returns, refunds, voids, work orders, quotes, etc.)
- **Balance Sheet** – an actual balance sheet for the day or shift - the transactions on this sheet / table is exactly what is exported to your external accounting application
- **Count Drawer Button** – brings up the screen to count cash, checks, charge slips, etc. in the register drawer – the values entered on this screen end up in the **Today's Drawer Totals** box mentioned previously
- **Save / Print Button** – saves this cash sheet and prints the Z report (daily)
- **Exit Button** – exits this screen
- **Settings** – the bottom frame of the screen holds settings that determine how the cash sheet is calculated (by day, by shift, or per store, per register, etc.)

Daily Totals Tab

Most (if not all) of your daily usage of the Cash Out screen will occur on the initial screen tab called *Daily Totals*.

Cash Out Screen – Daily Totals



The Daily Totals tab shows all funds collected at a glance. If you understand the layout of the tab, you can quickly see everything from store credit used to exactly what goes in the bank.

Daily Totals Fields

Starting from left to right / top to bottom, the fields on this tab and their function are described in detail below.

- **Change Given** – This field only shows the total amount of change *given back* to customers for the day.

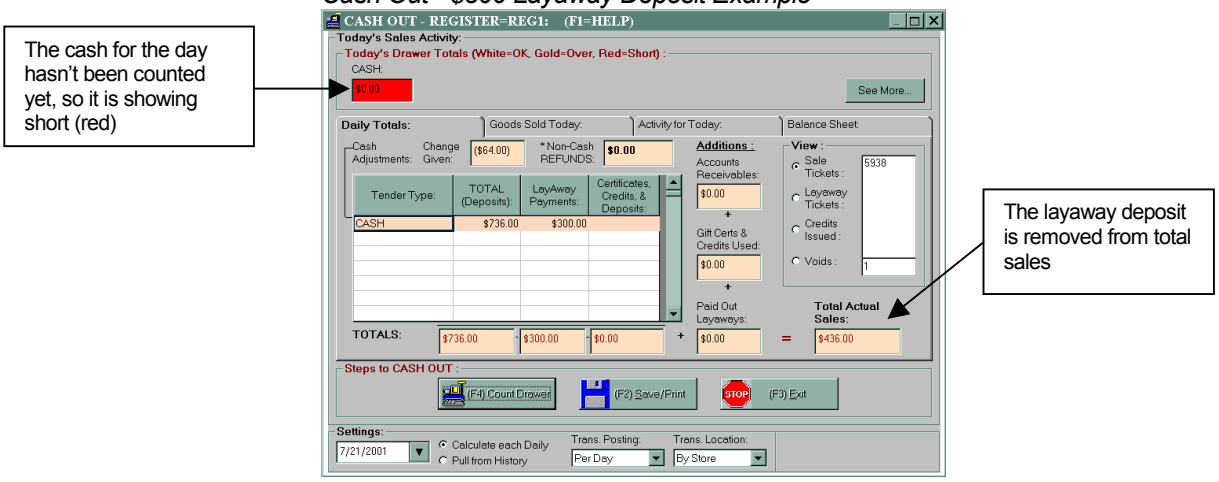
NOTE: This field is usually ignored since it has no substantial value to the cashing out process. It is simply an FYI (for your information) only field. The "CASH" value in the top portion of the table already accounts for this value.

- **Non-Cash REFUNDS** – When you see a value here, a cashier has given a refund of tender back to the customer in something other than cash (in check, charge, etc.). If this occurs, there will be a corresponding negative tender value in the first *TOTAL Deposits* column reducing the register drawer bank deposit total amount.
- ***Tender Type* Column** – The far left column in the Daily Totals table shows a list of all tender types collected on this day or shift.
- ***TOTAL Deposits* Column** – The next column (or the first currency column) is for bank deposits only. This column shows the totals for each tender taken for all sales that occurred on this day or shift. Each row in this column is totals for a different tender type. For example, the second row in the last screen shot shows a value of **$946.12** for the **CHARGE-AE** (American Express card) tender type. This amount could be a payment sum from one sale or ten. This amount is the sum of all American Express card payments taken for this day or shift.

  NOTE: The first light pink field below this column next to ***TOTALS:*** is the sum of all values in this column. This is the total bank deposit amount (all tender types) for the day or shift. Whether or not a portion of this total is wired directly to your bank (as with credit or debit cards) or physically deposited by a store employee (as with checks and cash), this value is the total funds taken in for the day. However, remember this is NOT profit, or even actual sales revenue. This fact is covered later in this section.
- ***Layaway Payments* Column** – This column only shows payments taken on layaways.

  NOTE: The second light pink field under this table column is the sum of all values in the *Layaway Payments* column. This value is *subtracted* out of the total bank deposits for the day (the pink field to the left) because layaway payments can NOT be included in the total "actual" sales for the day until the ticket is *paid out* in full and becomes a sale. The following screen shot illustrates this point.

Cash Out - $300 Layaway Deposit Example



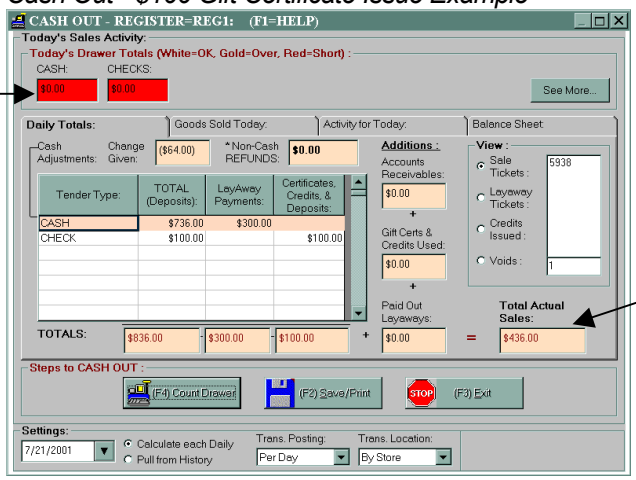
NOTE: In this example, the customer put $300 down on a layaway. There was already a $436 cash sale for the day that brought the total bank deposits for the

day to $736 in cash. However, the $300 was subtracted because it is not part of the sales for the day.

- ***Certificates, Credits, and Deposits* Column** – This column shows any monetary credits issued for the day or shift (gift certificates, coupons, deposits toward a future sale, etc.). Like Layaway Deposits, the total for this column (3rd pink box below the table from the left) is also removed from total sales. This is because when someone purchases a gift certificate from your store, for example, you're actually ***holding*** their money until they use it at a later date. No actual "sale" is made until the credit is *USED*. The following screen shot builds on our previous example by including a $100 gift certificate issued in the same day.

Cash Out - $100 Gift Certificate Issue Example

Now we have CASH and CHECK tender in the drawer we haven't counted yet, so it shows short (red)

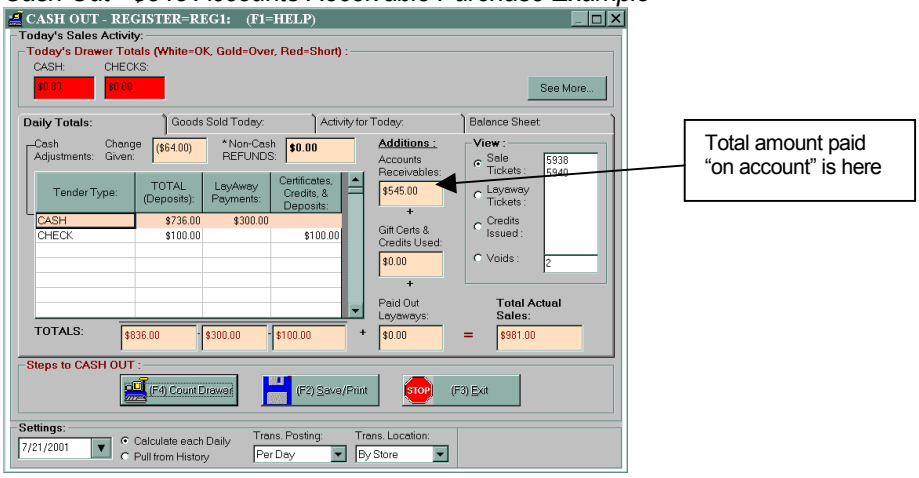


Notice our "actual" sales have NOT changed from the last example

NOTE: In this example, someone has purchased a gift certificate of $100 (although it's technically NOT a purchase of anything – your store is simply holding the money towards a future sale). The customer paid for the gift certificate with a check, so we see a $100 check in the deposit column. Now we see that total bank deposits are now up to $836 that includes the $100 check, a $436 cash sale, and a $300 layaway deposit. Removing the portion of the deposits that are NOT part of sales ($300 + $100 = $400), we get the total actual sales for the day of $436.

- **Accounts Receivables** – This field holds all charge account payments. Payments *ON ACCOUNT* are not actual funds, they are simply promises to pay. They are a form of unsecured store credit. Nothing goes in the bank when payments on account are made (nothing in deposit column), however, they are considered part of the "actual" sales for the day or shift. Therefore, when a payment on account is made, you'll see this value included in the total "actual" sales for the day. To illustrate this point, will use the same example day and include a charge account purchase of $545.

Cash Out - $545 Accounts Receivable Purchase Example



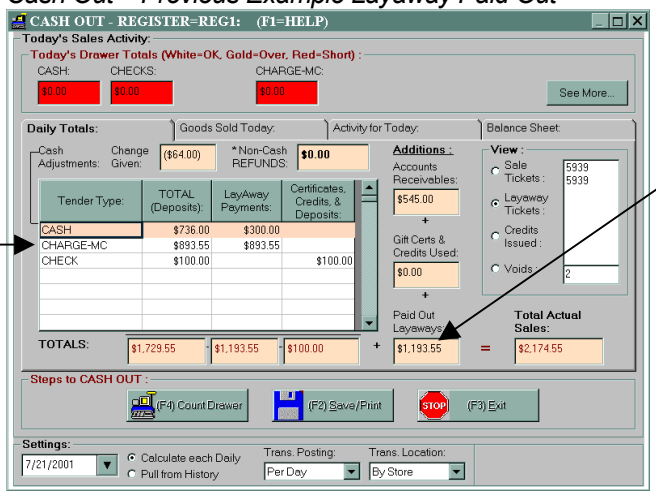
NOTE: In this example, a charge account customer walks in the store and purchases an item with their account that totals $545 with tax. Notice the Daily Totals table did not change (since no "real" tender was exchanged). The total $545 amount for the sale is placed in the **Accounts Receivables** (AR) box and also included in our total "actual" sales for the day. The actual sales for the day now include both the $436 cash sale and the $545 AR sale that brings the total sales for the day to $981.

NOTE: Keep in mind the customer charge account ***must*** be setup prior to the point of sale (usually by a store manager or home office credit department).

- **Gift Certs & Credits Used** – This is a field that holds all monetary credits that are used in sales for the day or shift. In our previous $100 gift certificate example, the $100 amount would appear in this field once the certificate is used and would finally be included in the total "actual" sales value. If they used the certificate towards a $1000 purchase on credit card, $900 would show up in the deposit column under the credit card tender type, and the remaining $100 would be in this column.

- **Paid Out Layaways** – This is a field that holds the total amount of a layaway when it is paid out in full and becomes an actual sale for that day. It is very similar to the *Gift Certs & Credits Used*, however when a layaway is paid out in full the ***entire*** amount of the ticket is included here – not just a portion. Because of this, it can literally change previous daily cash sheets. A layaway becomes a sale (in FULL) on the day it is paid out, so all previous daily cash sheets with deposit values on them will be changed. This is the difference between pulling from *history* or *recalculating* a previous daily. Sometimes daily sheets in the past look differently than the same day or shift that is pulled from history. This is because deposit values over the life of the layaway are literally *removed* from previous daily sheets and included in this day as a sale. Often, people have trouble with this concept because it seems like the system is changing the past. In actuality, it is. To understand how this works you must think of a layaway as a *future* sale. Deposits a customer makes on a layaway today will not appear on this daily sheet when it finally becomes a sale in the future. However, using the "history" setting at the bottom of the screen will allow the user to pull up previous days as they were literally back in time (before the layaway was paid out). In the following screen shot example, we're assuming our layaway customer came back in later on the same day and paid out the ticket.

Cash Out – Previous Example Layaway Paid Out



NOTE: In this example, the customer who originally made the $300 deposit on a layaway ticket total for $1,193.55 decided to come back in later that day and pay it off on his Mastercard. You can see how the cash sheet was effected by the TOTAL amount of the layaway ticket (that has now become a sale) is included in the **Paid Out Layaways** box and is now included in the total "actual" sales for this day bringing to $2,174.55 for the day. We can also see the new Mastercard tender type included in the bank deposit column. Both his initial $300 cash deposit and the $893.55 credit card payment he made later are in the cash drawer for the day and go to the bank. However, it wasn't until his credit card payment was made that the TOTAL layaway ticket amount became a sale included in actual sales.

- **Total Actual Sales** – Enough has been said already about this pink currency box located at the far right bottom corner of the Daily Totals tab. This is the "real" sales for the day or shift.
- **View Box** – The box on the far right of the Daily Totals tab shows all tickets (by invoice numbers) for the day. You can click the option buttons to the left to show what type of tickets (sales, layaways, credit slips, or voids). There is also a field showing the total at the bottom of the box.

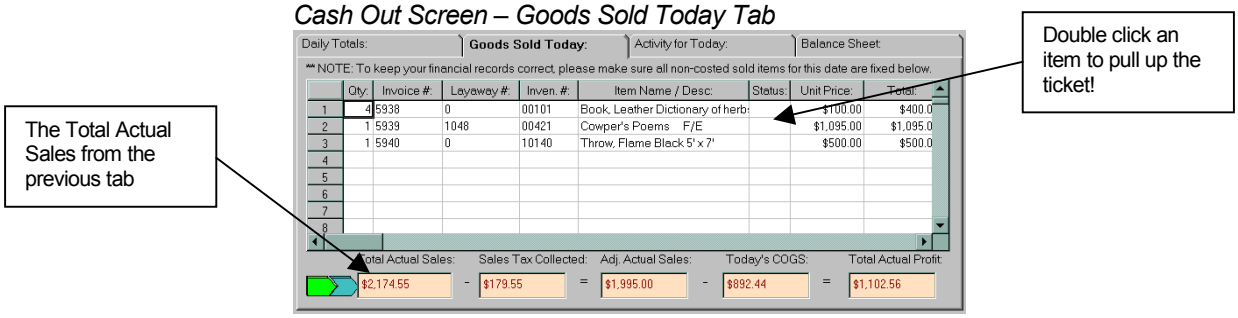
  NOTE: The box actually counts payments for each ticket. For example, in the previous screen shot the **Layaway Tickets** box was selecting showing ticket #5939 (the layaway paid out in our example). Since there are two payments on this ticket (one for $300 and one for $893.55), it shows the ticket number twice. This is a quick way to tell how many payments in the Daily Totals table go with which tickets.

  NOTE: You can also double click on any invoice number in the box and pull up that complete sales or layaway ticket. This is also a quick way to research a possible problem on a daily.

Goods Sold Today Tab

A supplementary feature to the Cash Out screen is the *Goods Sold Today* tab. Although nothing on this tab is necessary for closing at day's or shift's end, it provides the user with some additional detail about the individual items sold for the day or shift along with a cost / profit breakdown of the total actual sales for the day.

Cash Out Screen – Goods Sold Today Tab


Double click an item to pull up the ticket!
The Total Actual Sales from the previous tab
Daily Totals:
Goods Sold Today:
Activity for Today:
Balance Sheet:
** NOTE: To keep your financial records correct, please make sure all non-costed sold items for this date are fixed below.
Qty:
Invoice #:
Layaway #:
Inven. #:
Item Name / Desc:
Status:
Unit Price:
Total:
1 4 5938 0 00101 Book, Leather Dictionary of herb: $100.00 $400.0
2 1 5939 1048 00421 Cowper's Poems F/E $1,095.00 $1,095.0
3 1 5940 0 10140 Throw, Flame Black 5' x 7' $500.00 $500.0
Total Actual Sales:
Sales Tax Collected:
Adj. Actual Sales:
Today's COGS:
Total Actual Profit:
$2,174.55 - $179.55 = $1,995.00 - $892.44 = $1,102.56

NOTE: This screen shot shows the items sold in our previous example day. The first item listed was the $436 cash sale ($400 sale + tax) at the beginning of the day, then the layaway item, and finally the $545 accounts receivable.

NOTE: You can also double click on any item in the table to pull up the actual ticket.

Tab Fields

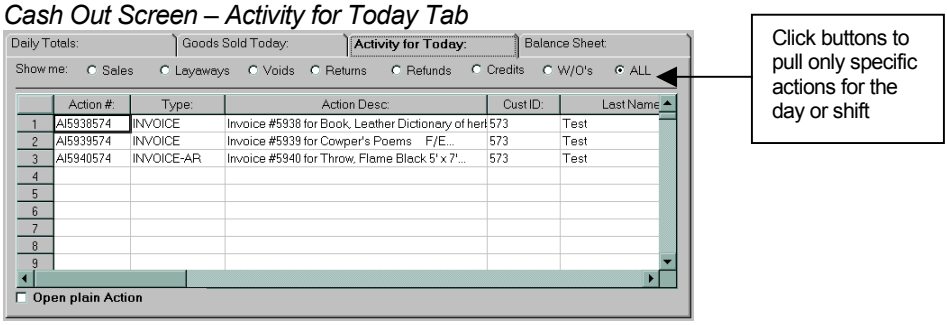
The bottom portion of the screen shows the cost / profit breakdown for the day or shift mentioned earlier.

- **Total Actual Sales** – This is the same field as the total actual sales from the previous screen. It is copied here to show the source of the cost / profit breakdown.
- **Sales Tax Collected** – This is the total sales tax collected on all items sold for the day. It is subtracted from total actual sales.
- **Adj. Actual Sales** – This value is the Total Actual Sales after sales tax is subtracted.
- **Today's COGS** – This value is the cost of goods sold (COGS) for the day or shift. In our example, the costs for all three items sold this day totaled $892.44. This value is subtracted from the *Adj. Actual Sales* to determine profit.
- **Total Actual Profit** – This value represents the "bottom line" or final result. This is really the value of most concern for management. Profit for the 3 items sold in our example above totaled $1,102.56. This value is earnings before any expenses (interests, income and employee taxes, salaries, overhead, amortization, etc.).

Activity for Today Tab

The 3rd tab on the Cash Out screen is also a supplemental area not required for cashing out at day's or shift's end. Instead of showing you items sold, it shows all general "activity". This activity includes all sales, layaways, returns, refunds, quotes, work orders, voids, etc. Any customer action that occurred today gets recorded here. Think of it as a work log for the day.

Cash Out Screen – Activity for Today Tab


Daily Totals:
Goods Sold Today:
Activity for Today:
Balance Sheet:
Show me: Sales Layaways Voids Returns Refunds Credits W/O's ALL
Action #: Type: Action Desc: Cust ID: Last Name
1 AI5938574 INVOICE Invoice #5938 for Book, Leather Dictionary of herb 573 Test
2 AI5939574 INVOICE Invoice #5939 for Cowper's Poems F/E... 573 Test
3 AI5940574 INVOICE-AR Invoice #5940 for Throw, Flame Black 5' x 7'... 573 Test
Open plain Action
Click buttons to pull only specific actions for the day or shift

NOTE: Staying with our example, we can see the sales tickets displayed in the table for the day. The first "INVOICE" record is for the $436 cash sale, the next is the layaway (notice it shows "INVOICE" here because it is now a sale – before it was paid out it was showing "LAYAWAY"), and finally we see the "INVOICE-AR" record which is the accounts receivable sale. Only one record for ***each*** ticket or action is shown here.

NOTE: Once again, you can double click on any record in the table to pull up that ticket or action.

Tab Fields

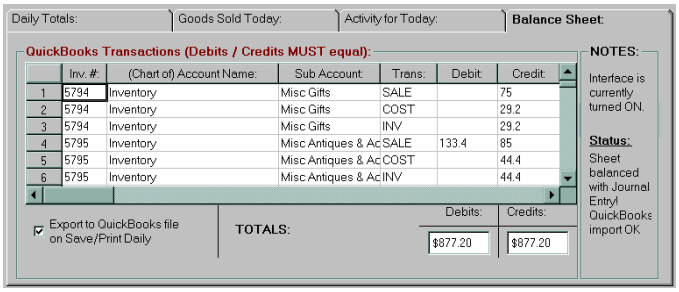
The only fields on this tab are a series of option buttons at the top and a check box at the bottom.

- **Sales** – Click this button to show only sales tickets in the table below (with the action type of "INVOICE" or "INVOICE-AR").
- **Layaways** – Click this button to show only layaway tickets in the table below (with the action type of "LAYAWAY").
- **Voids** – Click this button to show only voided tickets in the table below (with the action type of "VOID").
- **Returns** – Click this button to show only returns for store credit in the table below (with the action type of "RETURN").
- **Refunds** – Click this button to show only refunds of tender in the table below (with the action type of "REFUND").
- **Credits** – Click this button to show only credits issued for the day or shift (type will depend on the credit, Gift Cert, Coupon, Trade, etc.).
- **W/O's** – Click this button to show only work orders in the table below (with the action type of "W/O").
- **All** – Click this button to show everything.
- **Open Plain Action** – This check box is usually found below any table listing customer actions. If checked, it will not pull up the actual ticket when double clicked. Instead, a general action screen will appear that allows employees to input notations regarding the ticket that the customer will never see. Simply uncheck the box again, and double clicking a record will begin opening up the tickets themselves again.

Balance Sheet Tab

The balance sheet tab is really only of interests for stores intending on using an external accounting package, such as *Quickbooks*. The balance sheet lists all transactions for the day in a batch which gets exported into an accounting file on the computer's hard drive or network (depending on how your Systems Administrator has it setup).

Cash Out – Balance Sheet Tab



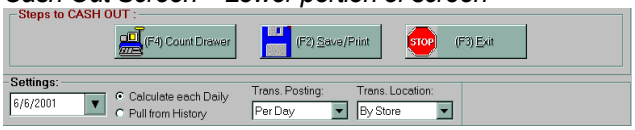
The tab includes a balance sheet with all transactions in the form of debits and credits. The debit side must equal the credit side before you can complete the cashing out process IF the interface is turned on. The only time they wouldn't equal is when the interface is not setup properly.

See your Systems Administrator or Systems Manual for details on setting up the Accounting interface.

Screen Buttons and Settings

The Cash Out screen has the following buttons and functions.

Cash Out Screen – Lower portion of screen



Buttons

The buttons are in order from left to right for cashing out.

- **Cash Drawer Button** – This button brings up a screen to allow the user to count all tender collected for the day or shift.
- **Save / Print** – This button saves the cash sheet and prints the Z Report.
- **Exit** – This button exits the screen.

Settings

The lower portion of the screen is a box specifically for settings that determine the functionality of the screen and how the daily cash sheet is processed. These settings are changed from the Systems Settings screen (under Administration) by the Systems Administrator. If your Cash Out screen is not setup correctly, see your Systems Administrator or consult the Systems Manual.

- **Calculate Each Daily** – This option would cause each day selected (using the date field to the left) to be recalculated. If something changed that reflected a previous days daily sheet (a return, a paid out layaway, etc.), the old daily would

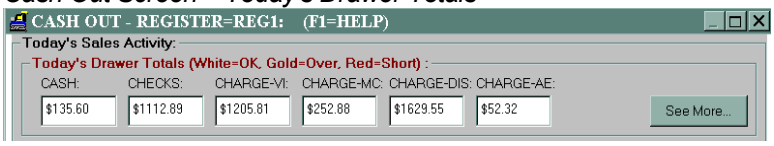
change to reflect the new changes using this method (only available in *per day* transaction posting).

- **Pull from History** – This option would reflect previous days selected exactly as they were when the cash out was performed. The day is not recalculated to reflect any returns, refunds, layaway pay-outs, etc. that may have occurred AFTER cashing out. Each daily would reflect the numbers as they were on that day or shift.
- **Trans. Posting** – This setting tells the system how to post the transactions – either *per day* or *per shift*. As mentioned earlier in this chapter, *per day* covers all transactions within a given 24hr span, while *per shift* covers all transaction from the last close or cash out.
- **Trans. Location** – This setting tells the system how to build the cash sheet. The total sales values on the Cash Out screen can show all transactions collected by user, register, department, or store. Usually, the setting is either by register (several computer network) or by store (single computer network). However, a manager may want to switch the value over to "by store" to check how the store is doing for the day. The "by store" will show a cash sheet for all transactions within the store from all registers.\

Today's Drawer Totals

The top portion of the screen includes all tender values counted from the register drawer.

Cash Out Screen – Today's Drawer Totals



Which tender is visible depends on what is collected during the day or shift. For example, if no checks are collected, the "CHECKS" space would be invisible. Click the **See More** button for a further breakdown tender collected (pennies, nickels, dimes, quarters, etc.) for the day or shift.

The values are also color coded based on whether you're over, short, or right on the money for the day or shift.

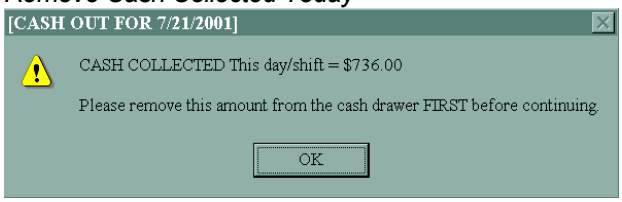
- **White** = correct
- **Gold** = over
- **Red** = short

Counting Tender

When cashing out (closing all transactions) for the day or shift, the first thing you must do is count all tender in your cash drawer. You do this by clicking the **Count Drawer** button that is selected upon entering the *Cash Out* screen (or simply hit the **Enter** key). The following walks you through the counting of the register drawer.

1. From the EPOS Desktop, click **Financial Tools**, then **Cash Out**. If you are using the option to control the cash drawer, the drawer automatically pops open.
2. When the Cash Out screen is loaded, hit **Enter**. A pop-up box appears telling you to remove the cash collected this day or shift from the cash drawer.

Remove Cash Collected Today

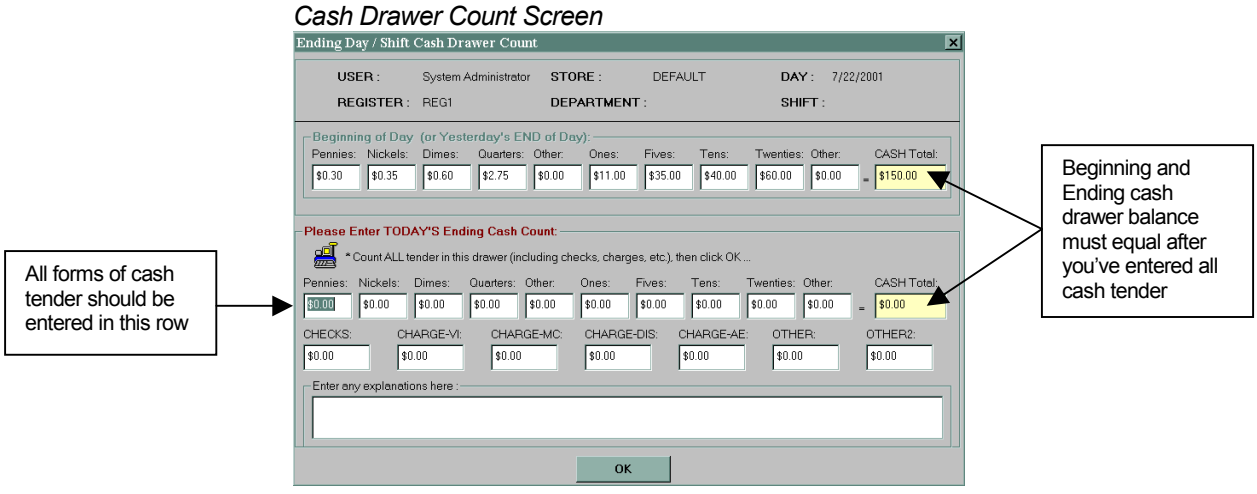

[CASH OUT FOR 7/21/2001]
CASH COLLECTED This day/shift = $736.00
Please remove this amount from the cash drawer FIRST before continuing.
OK

3. Begin removing *ONLY* the cash amount collected this day or shift from the cash drawer and place it aside (don't touch credit slips or checks yet) – this is the bank deposit value of cash for the day that must be removed before balancing your register. When finished, click **OK** or hit **Enter**.

The Cash Drawer Count Screen

You'll now see the *Cash Drawer Count* screen appear for you to count every form of tender currently in your cash drawer.

Cash Drawer Count Screen


Ending Day / Shift Cash Drawer Count
USER : System Administrator
STORE : DEFAULT
DAY : 7/22/2001
REGISTER : REG1
DEPARTMENT :
SHIFT :
Beginning of Day (or Yesterday's END of Day):
Pennies: Nickels: Dimes: Quarters: Other: Ones: Fives: Tens: Twenties: Other: CASH Total:
$0.30 $0.35 $0.60 $2.75 $0.00 $11.00 $35.00 $40.00 $60.00 $0.00 $150.00
Please Enter TODAY'S Ending Cash Count:
* Count ALL tender in this drawer (including checks, charges, etc.), then click OK ...
Pennies: Nickels: Dimes: Quarters: Other: Ones: Fives: Tens: Twenties: Other: CASH Total:
$0.00 $0.00 $0.00 $0.00 $0.00 $0.00 $0.00 $0.00 $0.00 $0.00 $0.00
CHECKS: CHARGE-VI: CHARGE-MC: CHARGE-DIS: CHARGE-AE: OTHER: OTHER2:
$0.00 $0.00 $0.00 $0.00 $0.00 $0.00 $0.00
Enter any explanations here :
OK
All forms of cash tender should be entered in this row
Beginning and Ending cash drawer balance must equal after you've entered all cash tender

NOTE: Every form of physical tender your store accepts (no charge account payments) should be represented on this screen.

4. Begin counting all cash tender from cents to dollars and entering each value in the *Cash Drawer Count* screen fields provided. Count pennies in drawer, enter them in the **Pennies** fields, then hit **Tab**. Count nickels in drawer, enter them in the **Nickels** field, then hit **Tab**. Continue in this fashion until all cash/coins are entered and the **CHECKS** box finally becomes highlighted.

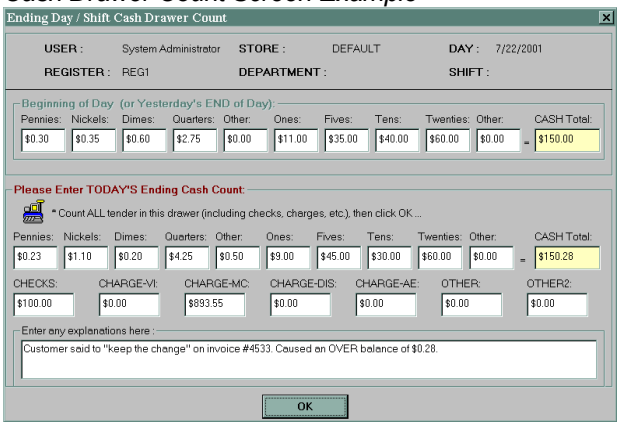
NOTE: We've removed the cash deposits for the day already, so after we finish entering all coins and cash values from the drawer, the total should equal the beginning drawer balance. If they equal, the cashier has successfully balanced the cash drawer (for cash tender).

5. Now total up all checks collected (if any) and enter them in the **CHECKS** field, then hit **Tab**.

6. Now total up your credit slips (or print a summary report on your credit machine). Enter these values in the next few **CHARGE** fields hitting **Tab** after each. Just skip any tender type that was not collected today.

7. You can enter any comments in the bottom notes box provided for any reason if needed. For example, you may want to enter an explanation for being over or short on a specific tender. Hit **Tab** when finished.

Cash Drawer Count Screen Example


Ending Day / Shift Cash Drawer Count
USER : System Administrator
STORE : DEFAULT
DAY : 7/22/2001
REGISTER : REG1
DEPARTMENT :
SHIFT :
Beginning of Day (or Yesterday's END of Day):
Pennies: $0.30 Nickels: $0.35 Dimes: $0.60 Quarters: $2.75 Other: $0.00 Ones: $11.00 Fives: $35.00 Tens: $40.00 Twenties: $60.00 Other: $0.00 CASH Total: $150.00
Please Enter TODAY'S Ending Cash Count:
* Count ALL tender in this drawer (including checks, charges, etc.), then click OK...
Pennies: $0.23 Nickels: $1.10 Dimes: $0.20 Quarters: $4.25 Other: $0.50 Ones: $9.00 Fives: $45.00 Tens: $30.00 Twenties: $60.00 Other: $0.00 CASH Total: $150.28
CHECKS: $100.00 CHARGE-VI: $0.00 CHARGE-MC: $893.55 CHARGE-DIS: $0.00 CHARGE-AE: $0.00 OTHER: $0.00 OTHER2: $0.00
Enter any explanations here :
Customer said to "keep the change" on invoice #4533. Caused an OVER balance of $0.28.
OK

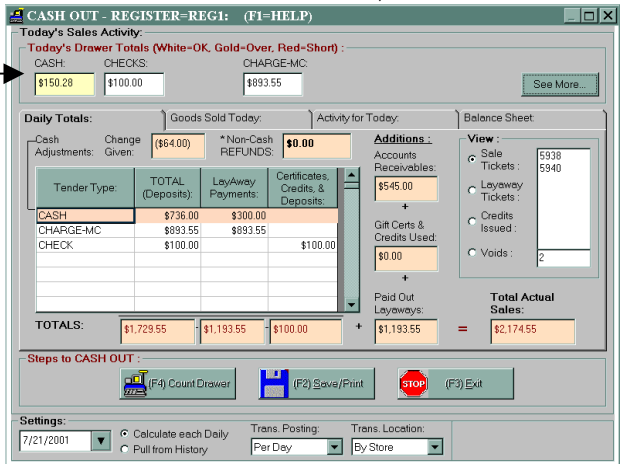
NOTE: Notice in our example screen shot the cashier noted that he/she was over $0.28 because a customer said to "keep the change" on a sale. The cashier noted this fact under the comments section. This field keeps the blame for an unbalanced drawer from slipping into the next shift.

8. Click **OK** or hit **Enter** to return to the Cash Out screen.

When you return to the Cash Out screen, you'll notice the fields in the **Today's Drawer Totals** box at the top of the screen change to reflect the values you've just entered. If any values are over or short, they will be marked in either gold or red.

Cash Out Screen – Cash is over $0.28

Since CASH is a few cents over the beginning day or shift's balance it is displayed in gold

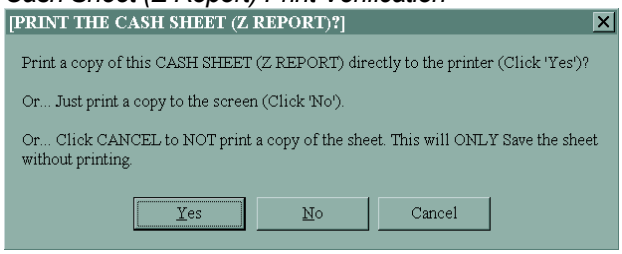


Saving / Printing the Z Report

The last thing we must do in the process of cashing out at day's or shift's end is to print the Z Report, or cash sheet. Exactly what format your cash sheet is in depends on the application report you've selected to print in the *Report Engine Maintenance* screen. See **Chapter 9 – Report Engine** for details on assigning application reports or contact your Systems Administrator.

After we're sure the Cash Out screen as shown is correct, we click the **Save / Print** button or press the **F2** key. You'll see a print verification box pop up with three options.

Cash Sheet (Z Report) Print Verification


[PRINT THE CASH SHEET (Z REPORT)?]
Print a copy of this CASH SHEET (Z REPORT) directly to the printer (Click 'Yes')?
Or... Just print a copy to the screen (Click 'No').
Or... Click CANCEL to NOT print a copy of the sheet. This will ONLY Save the sheet without printing.
Yes
No
Cancel

- **Yes** – sends the cash sheet / z report directly to the printer without viewing it first
- **No** – sends the cash sheet / z report to the screen, then you can decide if you want to print a hard copy or not
- **Cancel** – stops the print operation completely

You don't have to print the actual cash sheet to close transactions for the day or shift and complete the cashing out process. However, it's a good practice to keep a paper trail in the event of an audit. We recommend printing at least one cash sheet per day per location to file away with all sales receipts for the day or shift attached.

Chapter 8. Other Financial and Marketing Tools

Up to this point in the EnterprisePOS Desktop user manual we've discussed all aspects of data collection methods and controls. This chapter now focuses on exactly how to use the data to make important decisions to steer the company in the right direction to achieve your goals.

This chapter, for the most part, focuses on the role of making managerial decisions. This chapter will be useful to you only if you've been given the role of daily financial decision making over and above the duties of normal cashier or basic supervisory duties. Otherwise, there is no need for you to continue your study of this chapter.

Keep in mind that some form of historical data is required before most the tools discussed in this chapter can really be of help to you (as a manager). The more data in which to base your decisions, the better your decisions will be. It may take months or even years of store operation before real benefits of some of these tools are utilized.

These tools can be found under the **Financial Tools** menu of the EnterprisePOS Desktop.

What you will find in this chapter…

Accessing / Using Financial And Marketing Tools **2**

Sales Analysis **3**
- Layout of the Sales Analysis Screen 3
- Payments / In-Flow Analysis 5
- Invoices / Sales Analysis 6
- Goods Sold Analysis 9

Account Actions / Credits **12**
- Analyzing Customer Account Actions 15
- Analyzing Customer / Store Credit History 16

Marketing Analysis / Trends **18**
- Screen Layout 18
- Forecasting Using Historical Full-Month Data 20
- System Forecast for the Day Based on History 22
- Trending 23
- Interpreting Your Data / Making Decisions 26

Accessing / Using Financial And Marketing Tools

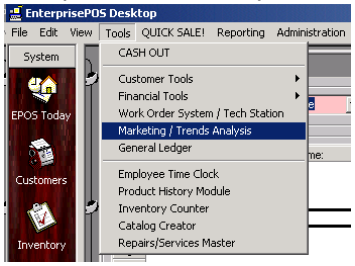
All financial and marketing tools are located under the **Tools** menu of the EnterprisePOS Desktop.

Some of the menu items under this dropdown menu are separate applications that can also be accessed outside of the EnterprisePOS Desktop as well.

Accessing the system's financial and marketing tools requires you to first log into the EnterprisePOS Desktop.

1. From the EnterprisePOS Desktop, click the **Tools** menu.

   EnterprisePOS Desktop



2. Now click on the appropriate selection from the dropdown menu to load that specific financial or marketing tool.

The **Tools** menu includes the following available modules.

- **CASH OUT** – Used for cashing out registers on a per-day or per-shift basis (covered in the previous chapter – **Chapter 7**)
- **Customer Tools** – Displays a list of all customer Actions, Credits, or Notations to all accounts and allows the searching through these elements among all accounts
- **Financial Tools** – a sub-menu for the following…
  - **Automated Billing (Publication System)** an independent / stand-alone application that is used for monthly customer account billing (covered in its own manual)
  - **Sales Analysis** – screen specifically for analysis of past sales (includes payment analysis, goods sold analysis, etc.)
  - **Assess Finance Charges** – a function that will apply finance charges to ALL customer outstanding accounts in the system
- **Work Order System / Tech Station** – an independent / stand-alone application that is used for entry and processing of work orders and scheduled service work (covered in its own manual)
- **Market Analysis / Trends** – screen specifically for trending and analysis of past daily data (group analysis of all daily sheets – CASH OUT screen)
- **General Ledger System** – an independent and very basic stand-alone accounting package (covered in its own manual)

The remaining menu items under the **Tools** menu are not the focus of this chapter. These are basic stand-alone tools that are useful in day-to-day business but are not specifically used for marketing or financial decision making.

Sales Analysis

The sales analysis screen is used for any research, planning, or decision making specifically from past sales records. It is also a useful screen to fix problems with sales tickets without having to VOID and redo them.

Each time a sale is successfully processed (or completed), there is limited editing that you can do when you reopen it. Once the sale is "closed" (or paid out), the cashier is not allowed to reopen the sale and change the numbers. Your changes are limited to dates or customer data since the inventory was already adjusted. The sale, therefore, has become "history".

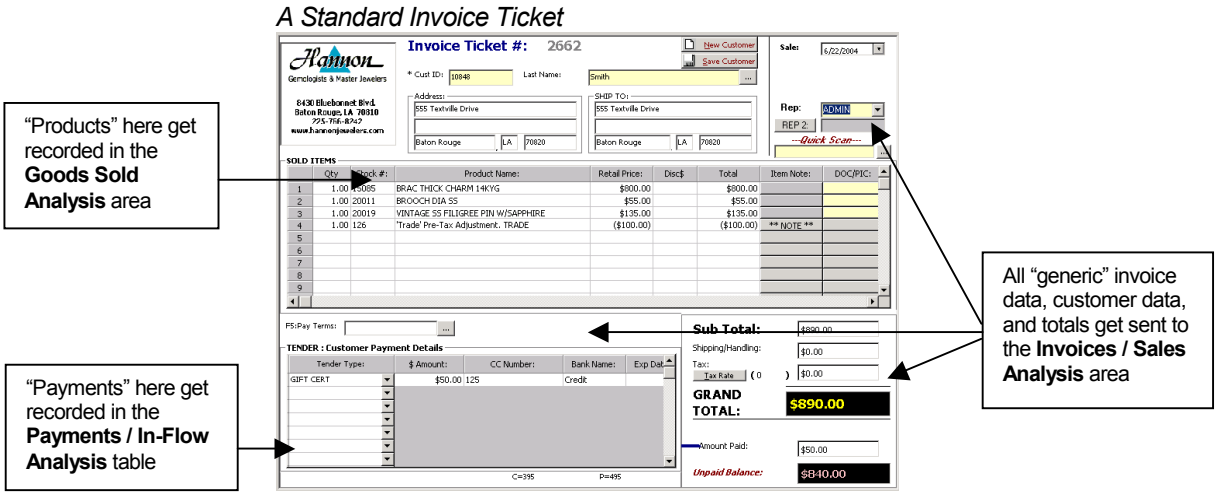
The sales analysis screen, however, gives Managers the ability to go back and change history. A sale becomes historical data to be accessed or analyzed from three different aspects via the Sales Analysis screen. Each "aspect", as it is referred, is split among three different areas of the invoice. These areas are as follows.

- **Payments / In-Flow Analysis** – this area includes customer payments
- **Invoices / Sales Analysis –** this area includes all invoice summary data or totals
- **Goods Sold Analysis –** this area includes items sold

These areas are tables in the database and each include records that make up a single sale transaction. In the sales analysis screen, each "area" as it is defined above is segmented into tabs on the screen.

To further understand these areas of a ticket that are stored when a transaction is "processed" or committed to the database, we can examine a standard sales ticket.

A Standard Invoice Ticket

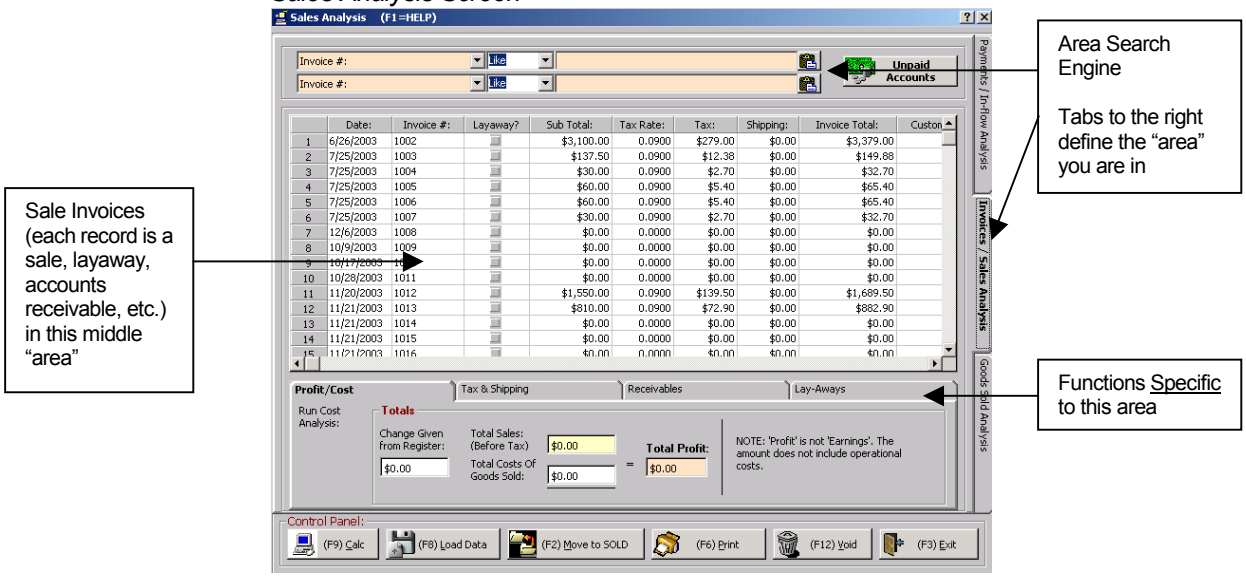

"Products" here get recorded in the **Goods Sold Analysis** area
"Payments" here get recorded in the **Payments / In-Flow Analysis** table
All "generic" invoice data, customer data, and totals get sent to the **Invoices / Sales Analysis** area
Invoice Ticket #: 2662
SOLD ITEMS
TENDER : Customer Payment Details
GRAND TOTAL: $890.00
Unpaid Balance: $840.00

NOTE: Every "sale" record (as shown above) at the point-of-sale gets moved into **Sales Analysis** once completed. The above picture example of a standard sale shows exactly where the parts of the invoice will go. The next section gives more detail about these individual invoice areas.

Layout of the Sales Analysis Screen

As mentioned, the layout of the **Sales Analysis** screen consists of the three tabs that make up the three very distinct areas of each invoice.

Sales Analysis Screen



You'll notice the three separate invoice areas referred to earlier in the screen snapshot example above. Each area is divided among three tabs at the right of the screen. In each tab area includes a search engine for the records below. This search engine works the exact same as described in previous chapters with the field to search in the dropdown box on the left and the search value on the right. See chapter 4 for detail on using the system's search engine.

The bottom portion of each tab contains various analysis fields, buttons, and controls. The bottom portion of the screen (under the tabs) is the Control Panel with a variety of useful buttons.

You can use the search engine to capture a nearly unlimited table full of information based on this historical sales data, then send the data to the printer using the **Print** button. On any record displayed in the table, you can double click to display the actual ticket in its entirety.

Control Panel Buttons

The Control Panel includes the following.

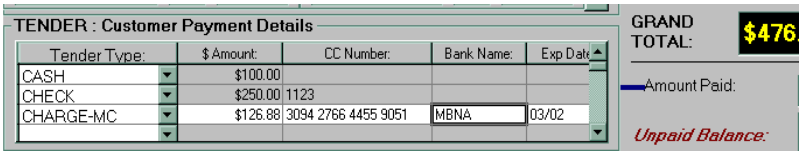
- **(F9) Calc** – button to calculate the numbers / totals of the currency values displayed in the selected table
- **(F8) Load Data** – button to load another database's data into only this screen – useful for doing an analysis on old archived data or data from another store location
- **(F2) Move to SOLD** – button to move the currently displayed historical data into a SOLD database for archiving purposes
- **(F5) Print** – button to send the records in the table to the screen or printer in a nicely formatted report
- **(F12) Void** – button to void a sale
- **(F3) Exit** – exits the screen

Payments / In-Flow Analysis

The first tab on the **Sales Analysis** screen is devoted to only customer payment records. In other words, each payment on each invoice would become a history record in the table of this tab.

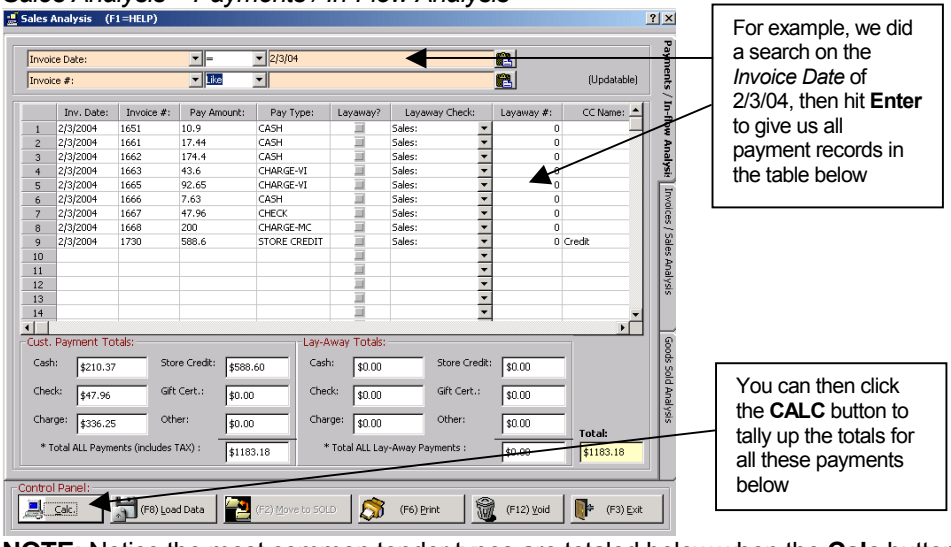
A good way to illustrate how payment records become available to this screen as *history* immediately after completion of a sale is in the following example. The screen shot below is from a sale in which the customer wanted to pay $100 in cash, $250 in check, and put the rest on his Master Card (for whatever reason). Each of the three individual payment rows entered at the point-of-sale (shown below) became individual history records at the sale's completion.

Invoice Screen – TENDER Table



Once the cashier finishes this sale, this invoice record is considered *history* and can be analyzed (with other invoices) on the **Sales Analysis** screen. These three payment records in particular can be viewed from the **Sales Analysis** screen **Payments / In-Flow Analysis** tab.

Sales Analysis – Payments / In-Flow Analysis



For example, we did a search on the *Invoice Date* of 2/3/04, then hit **Enter** to give us all payment records in the table below

You can then click the **CALC** button to tally up the totals for all these payments below

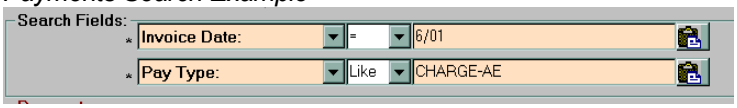
NOTE: Notice the most common tender types are totaled below when the **Calc** button is pressed. Also notice the sales (both regular and accounts receivables) are totaled on the bottom left (completed sales), but the layaways are totaled on the right. This is because layaways are *sales-in-progress* or *future* sales. They should never be included in your completed sales group.

Tips for Usage of This Tab

Any type of customer payment analysis can be performed on this tab of the **Sales Analysis** screen. Here are some examples of how this tab can be used.

- **Suggestion #1** : You can search on specific credit cards for the month and click the **Calc** button for totals. This will provide you with a good check against your bank statement to prove the credit card company didn't make a mistake!

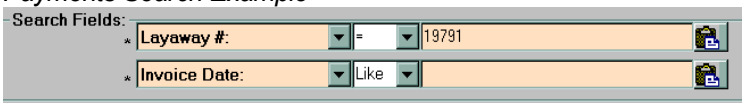
  Payments Search Example

  NOTE: This example would give you all American Express payments for the month of June 2001 after hitting **Enter**. The **Calc** button would give you totals.

- **Suggestion #2** : You can search on individual layaway numbers or all layaways and see who is late on their payments!

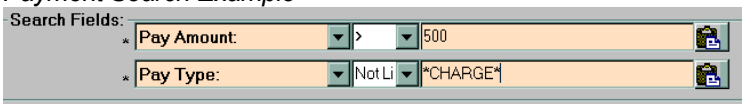
  Payments Search Example

  NOTE: This example would give you ALL payments for layaway #19791. The payment records would be displayed in order of date, and you could easily see if they're late on their payment. The same goes for any or all accounts receivables.

- **Suggestion #3** : You may want to find your big cash spenders for marketing purposes by searching on only those non-credit-card customers.

  Payment Search Example

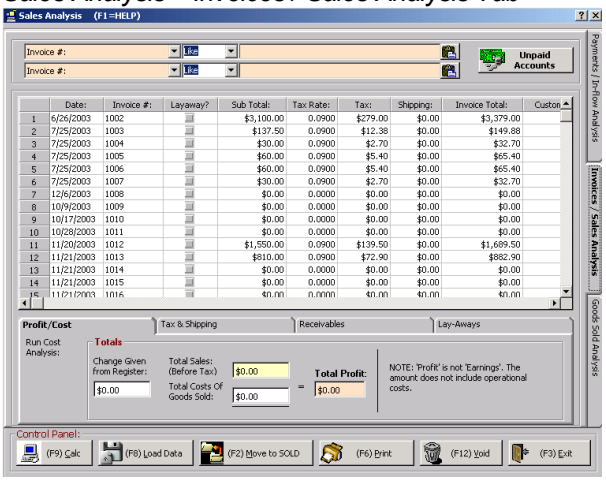
  

  NOTE: This example would pull everyone in your database who has paid with anything other than the "CHARGE" tender type in amounts greater than $500.

Invoices / Sales Analysis

The middle tab is for summary information only. Basically all areas of an invoice record outside of the individual payments and items sold are included here. Each record in this table represents an individual invoice record.

Sales Analysis – Invoices / Sales Analysis Tab



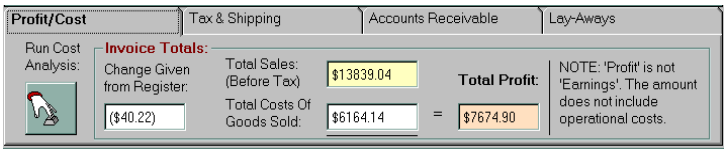
NOTE: This tab includes 4 sub-tabs that provide further detail once the **Calc** button is clicked.

NOTE: Click **Unpaid Accounts** to show a quick list of all invoices with an unpaid balance (includes both layaways and accounts receivables).

Sub-Tabs

- **Profit / Cost** – provides revenue / cost / profit calculations for sales only (no layaways) when the **Calc** button is clicked

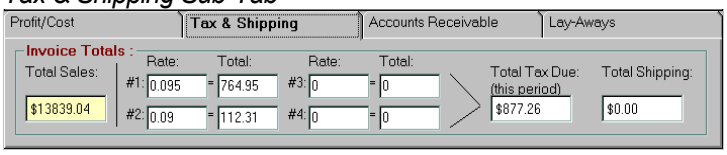
  Profit / Cost Sub-Tab

  NOTE: This tab will display the total change given from the registers, total sales before tax (revenue), the cost of goods sold, then the total calculated profit. You can do a further cost analysis by clicking the **Run Cost Analysis** button.

- **Tax & Shipping** – provides tax (all rates collected) and shipping totals for all sales only (no layaways) when the **Calc** button is clicked

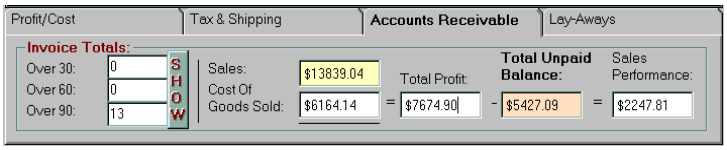
  Tax & Shipping Sub-Tab

  NOTE: This tab will display totals for all the different tax rates collected along with your total freight collected on the right. This is great for figuring monthly sales tax!

- **Accounts Receivables** – provides totals, over due ticket counts, and analysis of all accounts receivables when the **Calc** button is clicked

  Accounts Receivable Sub-Tab

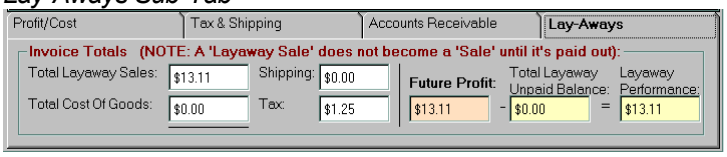
  

  NOTE: The left of this sub-tab shows a count of all accounts receivables having a an unpaid balance older than 30, 60, or 90 days. For more details on these individual tickets, you can click the vertical **SHOW** button.

  NOTE: The *Sales Performance* value : This tab also shows sales revenue and cost of good sold (for only accounts receivables) with a calculated total profit value. The totals of all unpaid balances are summed up as well and subtracted from the profit totals for a *Sales Performance* value on the right. This value is a very important analysis tool and shows the actual sales profit to-date. When this value is positive, your store's receivables are considered in *good performance*. This means if none of the outstanding balances were ever collected, your store would still come out ahead (with this profit amount). If this value is negative, it means the opposite in that your store would suffer a loss of this amount.

- **Lay-Aways** – provides totals and future profit analysis values for all layaway tickets (no sales or accounts receivables) when the **Calc** button is clicked

Lay-Aways Sub-Tab



NOTE: This tab also includes sales revenue, cost of goods sold, tax, and shipping totals for all layaway records in the above table. Based on the revenue and cost of goods sold, the future profit is also calculated. A total of all unpaid balances is also totaled in the yellow currency field next to future profit. And as with the previous sub-tab, there is also a performance field to the far right.

NOTE: The *Layaway Performance* value : like the sales performance value, this is simply the 'true' profit (profit minus the total unpaid balances so far). Keep in mind the layaway performance value isn't nearly as crucial of a management analysis tool since product is usually kept in-store until the balance of the layaway is paid out. There is no risk factor in layaways like there is in accounts receivables (where the sale is finalized and product is taken with the customer).

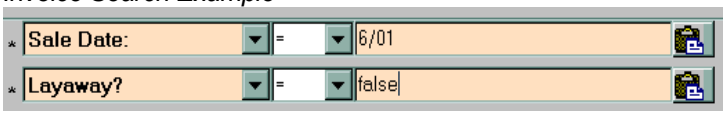
Tips for Usage of This Tab

There are seemingly unlimited ways to utilize this tab. The following are just a few suggestions.

- **Suggestion #1** : Use this tab to pay your monthly taxes!

  Invoice Search Example

Layaway? is *false* because we're interested in SALES only!



NOTE: This search would give you all sales in the month of June 2001 after hitting the **Enter** key. Then click the **Calc** button to accumulate the totals in the table. You'll notice the **Tax & Shipping** sub-tab will then have all your tax rate totals for you to pay your sales tax.

- **Suggestion #2** : Use this tab to determine your sales performance for the month (if your company sells on customer charge accounts)!

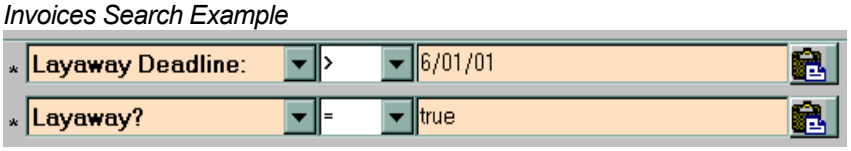
  You can use the same search example above for the month of June 2001. Simply check your **Accounts Receivable** sub-tab and determine whether or not your company is currently in the red and in trouble (when sales performance added to the profit value on the first sub-tab is *negative*) or doing just fine (positive performance and/or positive performance + profit from first tab).

- **Suggestion #3** : Use this tab to determine where to focus your marketing efforts!

  You can do a multitude of searches on large invoice totals, then right click on a column to sort. You can sort by *City*, for example, and focus your marketing efforts in the areas with the most sales.

- **Suggestion #4** : Use this tab to find the layaways that are over due!

  Invoices Search Example

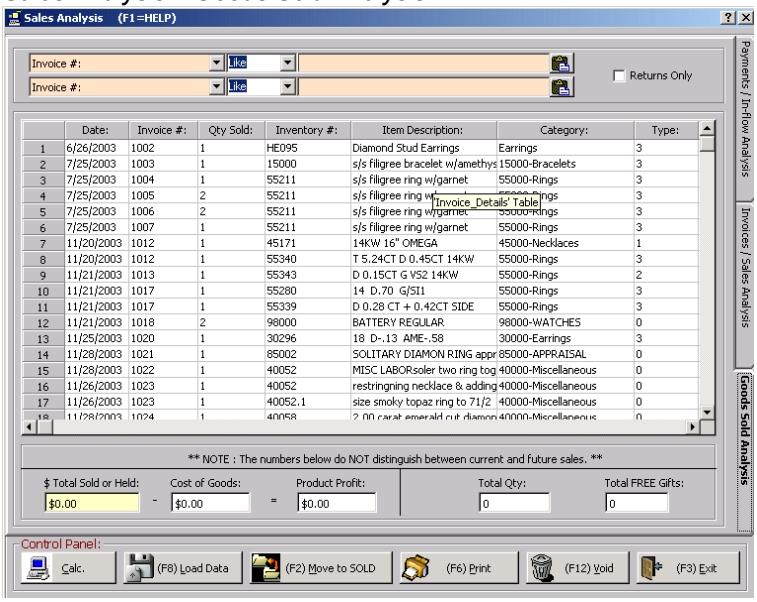


NOTE: This search example will pull only layaways with a deadline date greater than 6/01/01. If the today's date is 6/15/01, for example, you'll see a list of all layaways that are due to be paid in full. You can then print the list and send out letters of reminders.

Goods Sold Analysis

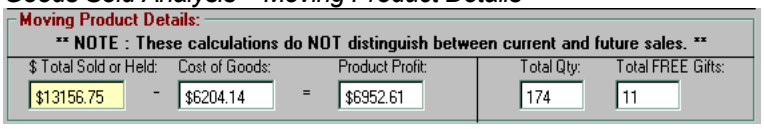
The bottom right tab area of the **Sales Analysis** screen is designated only for individual item sales history or "product sold". Any line item that appears on an actual invoice (whether it's a regular sale, accounts receivable, or layaway) will appear as a record in this table of this tab area once the ticket is saved. This data allows you to do analysis and reporting on only the sold goods.

Sales Analysis – Goods Sold Analysis


Sales Analysis (F1=HELP)
Invoice #:
Like
Returns Only
Payments / In-flow Analysis
Invoices / Sales Analysis
Goods Sold Analysis
Date: | Invoice #: | Qty Sold: | Inventory #: | Item Description: | Category: | Type:
1 6/26/2003 1002 1 HE095 Diamond Stud Earrings Earrings 3
2 7/25/2003 1003 1 15000 s/s filigree bracelet w/amethys 15000-Bracelets 3
3 7/25/2003 1004 1 55211 s/s filigree ring w/garnet 55000-Rings 3
4 7/25/2003 1005 2 55211 s/s filigree ring w/ 3
5 7/25/2003 1006 2 55211 s/s filigree ring w/garnet 3
6 7/25/2003 1007 1 55211 s/s filigree ring w/garnet 55000-Rings 3
7 11/20/2003 1012 1 45171 14KW 16" OMEGA 45000-Necklaces 1
8 11/20/2003 1012 1 55340 T 5.24CT D 0.45CT 14KW 55000-Rings 3
9 11/21/2003 1013 1 55343 D 0.15CT G VS2 14KW 55000-Rings 2
10 11/21/2003 1017 1 55280 14 D.70 G/SI1 55000-Rings 3
11 11/21/2003 1017 1 55339 D 0.28 CT + 0.42CT SIDE 55000-Rings 3
12 11/21/2003 1018 2 98000 BATTERY REGULAR 98000-WATCHES 0
13 11/25/2003 1020 1 30296 18 D-.13 AME-.58 30000-Earrings 3
14 11/28/2003 1021 1 85002 SOLITARY DIAMON RING appr 85000-APPRAISAL 0
15 11/28/2003 1022 1 40052 MISC LABORsoler two ring tog 40000-Miscellaneous 0
16 11/26/2003 1023 1 40052 restringning necklace & adding 40000-Miscellaneous 0
17 11/26/2003 1023 1 40052.1 size smoky topaz ring to 71/2 40000-Miscellaneous 0
Invoice_Details' Table
** NOTE : The numbers below do NOT distinguish between current and future sales. **
$ Total Sold or Held:
Cost of Goods:
Product Profit:
Total Qty:
Total FREE Gifts:
$0.00
$0.00
$0.00
0
0
Control Panel:
Calc.
(F8) Load Data
(F2) Move to SOLD
(F6) Print
(F12) Void
(F3) Exit

NOTE: The bottom of this tab has similar total fields as the other tabs (revenue, cost, and a calculated profit field). There are, however, two additional special fields to show totals for quantities sold and total *free gifts*. Free gifts are simply items sold at a zero price.

Goods Sold Analysis – Moving Product Details



After the **Calc** button/command is executed you'll notice all the values in the table are totaled in the bottom fields under the *Moving Product Details* section.

- **$ Total Sold or Held** – this is the sum of all line item totals (unit price multiplied by quantity) – also called product *revenue*
- **Cost of Goods** – this is the sum of all line item costs
- **Product Profit** – *revenue* subtracted by the *cost of goods*
- **Total Qty –** the sum of all quantity values in the table (total of all items sold)
- **Total FREE Gifts** – items sold with zero price

FREE Gifts – How They Work

Free gifts, as they're called, is a term referring to products sold with a zero price. Zeroing out an item's price value, then ringing up a normal sale is the absolute best way to keep both your inventory and financial records straight and accurate. For example, companies will often do this to keep a record of the number of items they donate. The system keeps the cost value in the database and records the value as a loss or negative profit.

It is too easy for a user (with the appropriate security rights) to simply drop the quantity value in a product record, then remove a product from inventory for donation, but this practice should be strictly avoided. Doing this removes any possible history trail of your action and will seriously effect your bottom line over time.

To illustrate this point we can examine our above example screen shot. We see the calculated profit value for all items in the table are **$6,952.61** with 11 items designated as *free gifts*. If all donated items are recorded by zeroing out the unit price, then this profit value is accurate assuming product theft, loss, or spoilage is not an issue (see the next section).

Now, let's assume this company was not keeping track of the free gifts in this way. If the cost of each item given away is $100, your donation expense is actually $1,100.00 (the 11 items multiplied by $100 cost). This will increase your actual cost value and drop your actual profit down to **$5,852.61**. However, management will not know this is their real profit value and may continue to operate under the assumption their profit is at $6,952.61. This could mean disaster for an organization over time.

It's also good to track this value for the purposes of an annual tax write off. All donations are tax deductible.

Finding Theft, Loss, or Spoilage

Unfortunately, there is no simple way to flush out inventory that is missing or unusable without doing a comparison of the product quantities you have in the system verses what is physically counted in the store.

If this is a problem in your store, one recommendation we can offer is to keep your minimum reorder quantities 1 or 2 items higher than you normally would to account for this. If you set your minimum quantities too low (let's say, 1 for example), and an item is lost or stolen, your store may be out of stock without the system notifying you to reorder. The lost or stolen item may cause your store to be physically out of stock, but not logically out of stock.

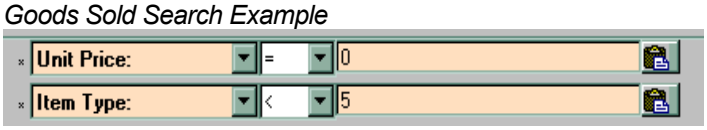
The downfall of this strategy is your higher inventory costs and higher annual inventory taxes. The more often you do physical inventory counts, the better.

Tips for Usage of This Tab

There are several ways to utilize your goods sold list for managerial reporting purposes. The following are just a few suggestions.

- **Suggestion #1** : As mentioned previously, you can use this tab to determine your total cost for donated items for the month, quarter, year, etc.

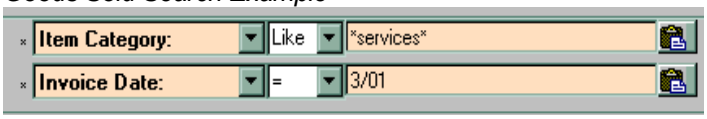
  Goods Sold Search Example



NOTE: The above duel search would give you all donations in the table below (price is zero and item type (Product Type) is less than 5 meaning it is anything other than a line-item comment).

- **Suggestion #2** : You can search to find the total amount sold for a specific product category for the month, quarter, year, etc.

  Goods Sold Search Example



  NOTE: The above duel search will give you all goods sold in the Product Category of "services" for the month of March 2001. Notice the asterisks around the word *services* in the search box. The asterisks tell the search engine to include any Product Category in the search with the word *services* in the name.

- **Suggestion #3** : A similar search could provide all goods sold from a particular vendor as well by selecting the vendor name or number to search on.

Account Actions / Credits

Account *actions*, as they're called, can be any one of two things, either a financial transaction that increases a customer's asset level to the store (for example, a sale), or a general non-financial notation to a customer's account. The only thing it cannot be is a credit (or negative adjustment to the store's assets) of any kind.

Think of each customer account as a separate company asset. Every time a cashier processes a sale transaction, the customer transfers payments into that customer's account for the store that increases the overall assets for the store. However, if the customer returns the product and is refunded this money, the credit is issued or assets are reduced (the negative adjustment to the account).

From an accounting standpoint, the addition of any financial *Action* (sale, layaway, accounts receivable, etc.) to a customer's account would be called a debit due to the increase of a store's assets (the customer account itself) and a decrease of the store's liabilities (the reduction of a corresponding inventory expense). On the other side, the addition of any customer *Credit* (gift certificate, store credit from a return, coupon, trade credit, etc.) would be also called a credit from an accounting standpoint due to the increase in store liability that usually comes with a corresponding decrease in some other action (asset).

Debits and credits are the left and right sides of an accounting worksheet that are required to equal, however, actions and credits do not have to equal. Do not get accounting debits and credits confused with customer actions and credits. You can debit (increase) or credit (decrease) any customer *Action* (or store asset) as well as debit (decrease) or credit (increase) any customer *Credit* (or store liability). Consult an accounting professional to better understand how this works.

A wide range of both customer credit and actions analysis can be performed from the **Account Actions & Credits** screen to give management general information needed for making important decisions. The reason we call it *general* information is to reflect that any type of customer action can be analyzed from this screen keeping it generalized among all different types of actions. For example, you could do the same analysis on work orders or quotes (non-financial actions) as you would on layaways and sales (financial actions – actual assets) without having to jump among different screens. It makes it very convenient for reporting on things like specific employee activity verses productivity, work order completion rates, quotes outstanding for specific time periods and/or sales reps, total returns or refunds in a given time period or by specific employees or groups, and so on. The *general* nature of this screen gives you a large range of capabilities.

You are able to customize your own account action types with the Customization Utility included in the EnterprisePOS system, however, there are certain action types that are specifically reserved to the system and can not be changed or removed. The following lists these system-specific action types.

Reserved Action Types

	Financial?	***Description***
INVOICE	*Yes*	*A regular sale (invoice paid in FULL at point-of-sale)*
INVOICE-AR	*Yes*	*An accounts receivable sale (invoice NOT paid in full at point-of-sale – a designated future date is issued for full payment)*
LAYAWAY	*Yes*	*A future sale (goods are KEPT in the store until payment is received in full on a designated future date that completes the sale)*
QUOTE	*No*	*A proposal for a sale with a designated future expiration date*
W/O	*No*	*A work order (or a request for work from an internal services shop – becomes a financial action when converted to a sale)*
VOID	*Yes*	*A financial action that has been deleted or reversed*
RETURN	*Yes*	*An invoice with product returned for* STORE CREDIT
REFUND	*Yes*	*An invoice with product returned for a refund of money BACK to the customer*
ACTION	*No*	*a general notation to a customer's account*
WISH	*No*	*a general notation to a customer's account that is placed on a* Wish List *(a list of customer desired or requested products not yet carried by the store)*

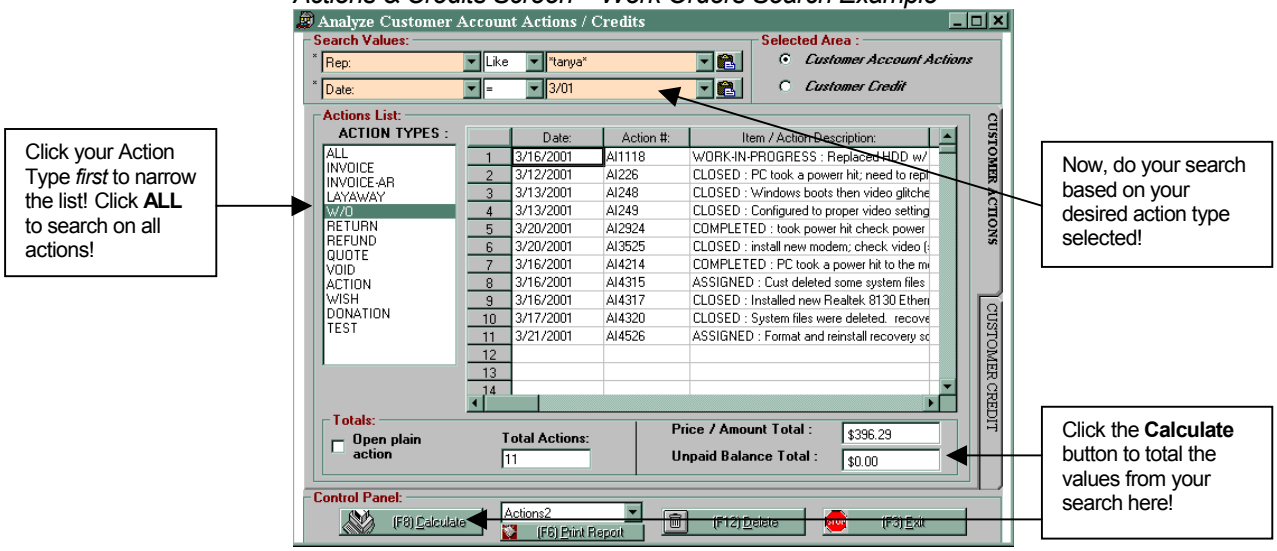
Reserved Credit Types

	Financial?	***Description***
Gift Cert	*Yes*	*A gift certificate (credit applied after tax is calculated as an invoice payment)*
Trade	*Yes*	*A credit for an exchange of customer product or services (applied before tax is calculated as an invoice line item adjustment)*
Discount	*Yes*	*A credit for a reduction in an invoice sub-total before tax (could be employee discounts, promotional discounts, etc.)*
Coupon	*Yes*	*Same as a discount – however, usually uses a quantity value to keep track of the number of these coupon discounts currently in circulation*
Store Credit	*Yes*	*A credit created from a RETURN of goods or services (applied after tax as an invoice payment)*
Adjustment	*Yes*	*A "general" credit that is usually applied before tax but can also be applied as an after-tax payment – see your accountant!*
Deposit	*Yes*	*A credit that is created when a customer gives a store funds to be applied towards a future purchase (and is, of course, applied after tax as a payment)*

NOTE: You will better understand the workings of a customer account if you keep in mind the *financial customer actions* are <u>always</u> assets and the *customer credits* are <u>always</u> liabilities to the company.

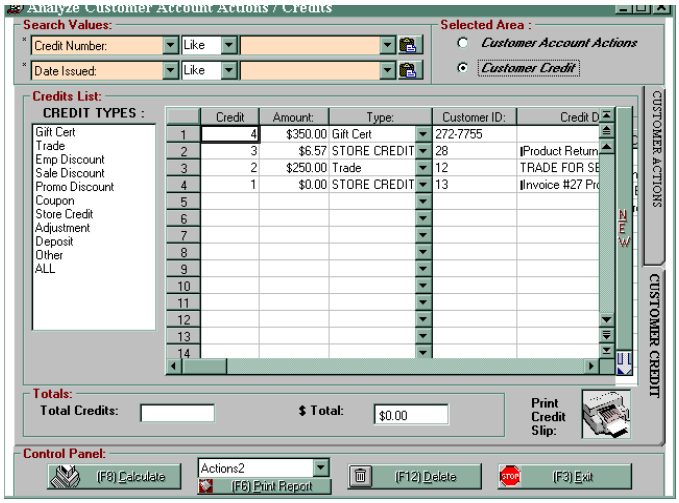
You can access the **Account Actions & Credits** screen from the EPOS Desktop main menu under **Financial Tools**. You'll see a list of all your action types on the left portion of the screen (both system and customized types). You can click on any of the action types to see a quick list of all records in the database for this type of action. You can then do a search on any or all the actions by using the search engine at the top portion of the screen. To change from actions to credits, simply click the ***Customer Credit*** option to the right of the search engine. After you've performed your search, you can click the **Calculate** button to total the values at the bottom. You can also print your results by using the **Print Report** button at the bottom of the screen.

Actions & Credits Screen – Work Orders Search Example



NOTE: You'll notice 2 customized action types on the right of the example screen above, **TEST** and **DONATION**. This store obviously needed to track a customer action for Tests and Donations. Non-profit organizations may have a need to track their customer donations with a DONATION action type. Another example of a customized action type would be a cell phone or PCS company that may want to track cell phone activations by using a customized action type called *ACTIVATIONS*. All customized actions are always non-financial (not used in any system-specific financial calculations), however, you can easily create your own reports with financial calculations of your own.

Actions & Credits Screen - Credits



NOTE: Clicking the ***Customer Credit*** option button will switch the screen to focus on only customer credit types and refreshes the search engine for credit fields only. You can now begin your analyzing of credits.

Screen Control Panel

The following are the screen buttons and their functions.

- **Calculate** – (or **F8**) totals all the values in the currency fields below the table
- **Print Report** – (or **F6**) prints the data in the table using the report template selected in the dropdown box
- **Delete** – (or **F12**) removes an action or credit from the database
-

- button used to print a credit slip from a selected record
- **Exit** – (or **F3**) exits this screen

Analyzing Customer Account Actions

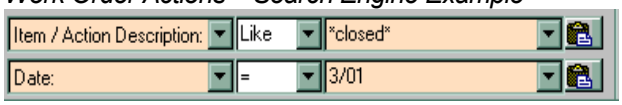
Since we've discussed the details of the Actions & Credits screen's layout and function, getting the actual data you need for decision making is our next focus. How you use this screen to formulate the data you need depends on your type of business and exactly what you're looking for.

The following are some suggestions based on how this screen is commonly used by other customers.

- **Suggestion #1** : Analyzing Work Orders
    1. Make sure ***Customer Account Actions*** is selected on the top right portion of the screen.
    2. Select *work order* actions only by clicking **W/O** in the action type list on the left of the screen. You'll see a list of all work orders in the database appear in the table.

3. Use the search engine to further dissect the group of work orders into exactly the data you need.

   Work Order Actions – Search Engine Example

   NOTE: Entering the above search example while **W/O** is selected, then hitting **Enter**, will give you a list of all CLOSED work orders for the month of march. You can also search on any other work order status for any specific employee, group, department, etc. CLOSED is often used since this represents a conversion to an actual store asset.

4. Now click the **Calculate** button or hit **F8**. Notice the values in the table are totaled.

5. Use the **Print Report** button to get a hard copy of the data.

- **Suggestion #2** : Analyzing Invoices

  Use similar steps above after clicking on the **INVOICE** action type to display different information for paid-out sales. While this action type is selected you can perform searches for different date ranges (for total sales) or different employee reps to determine sales performance.

- **Suggestion #3** : Analyzing Quotes

  You may want to use similar steps for the **QUOTE** action type to list all proposals over a month or so that have not been accepted by customers (to use to follow up), or possibly to delete the quotes that are no longer valid.

Analyzing Customer / Store Credit History

There exists credit departments in larger organizations devoted only to processing requests for customer credit, monitoring outstanding credit, producing monthly reports on customer credit, etc. The task of processing and monitoring customer credit is usually relative to the size of the organization. However, some form of credit monitoring should be performed at least on a monthly basis regardless of the organization's size if various forms of credit are accepted for use. Too much issuance of credit will overwhelm a small company in a mountain of liability. This can seriously effect the bottom line of the organization if credit monitoring is not carefully performed.

The following are some suggestions based on how this screen is commonly used.

- **Suggestion #1** : Analyzing Gift Certificates

  1. Make sure ***Customer Credit*** is selected at the top right portion of the screen.

  2. Select **Gift Cert** in the credit type list on the left of the screen. You'll see a list of all gift certificate credits in the database appear in the table.

  3. Use the search engine to further dissect the group of gift certificates into exactly the data you need.

  4. Click the **Calculate** button (or hit **F8**) to total up the values in your search.

Customer Credit Search

NOTE: The above search will produce a list of all gift certificates issued in the *Hardware* depart that will expire on 7/1/01 or later. This means that until 7/1/01, the Hardware department must be able to account for this total gift certificate value in the table because they could be asked to redeem any or all of these certificates at any time.

- **Suggestion #2** : Analyzing Credit History for a Customer

  The same rules and functionality apply.

Marketing Analysis / Trends

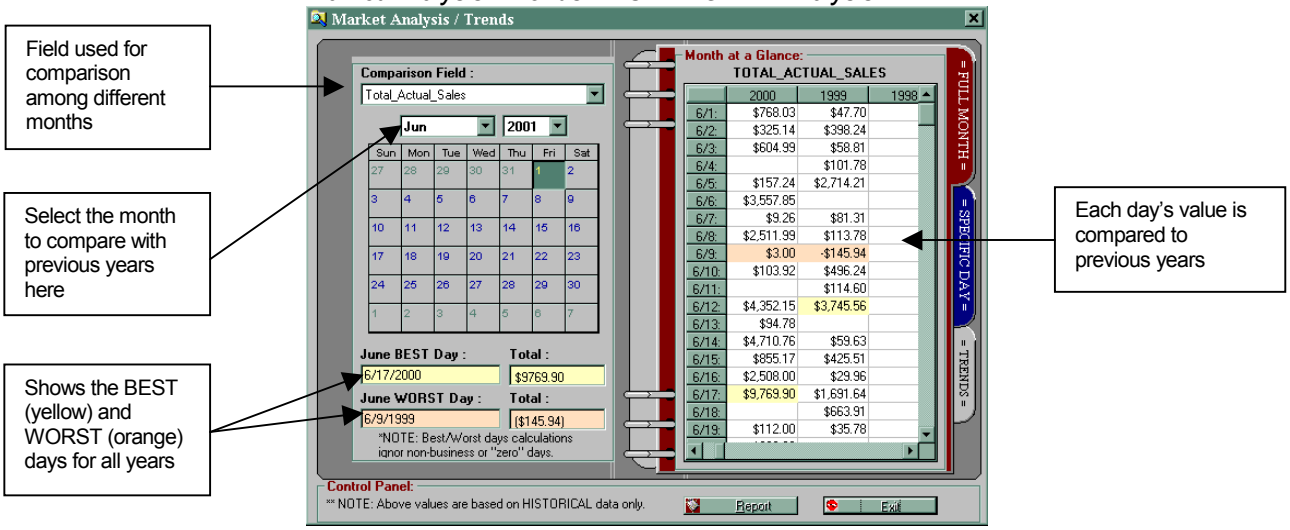
The Marketing Analysis / Trends screen is an excellent tool for comparisons between upcoming periods (months, quarters, etc.) and past years sales activity. The more years of data you have to pull from for specific months or quarters, the more prepared you'll be for upcoming dips or surges in demand. Forecasting future sales fluctuation is the focus of this screen.

Screen Layout

The "look" of the screen is much like a pocket organizer for ease of viewing.

The default screen view is *FULL MONTH* which compares each day of the current month to the same month of past years.

Market Analysis / Trends – FULL MONTH Analysis



NOTE: If you change the comparison month, sometimes you still have to select a day on the calendar below for the comparison to work. The day itself it not used here, but if an actual day is not selected on the calendar you'll get a blank table on the right.

Screen Components

- **Comparison Field** – The comparison field is the value that is used throughout the screen's analysis against previous years. These field values are saved each day a *Cash-Out* is performed (or *Z Report* ran). The dropdown box can be clicked to choose a different comparison field. As soon as a new field is selected for comparison, the entire screen adjusts to reflect the change.
    1. **Total_Deposits** – compares only cash deposits taken on future sales
    2. **Total_Layaways** – compares only current layaways
    3. **Total_Certs** – compares only gift certificates issued
    4. **Paid_Out_Layaways** – compares only paid out layaways (now sales)
    5. **Gift_Cert_Used** – compares only the gift certificates or credits used in a sale
    6. **Total_Actual_Sales** – compares daily "actual" sales (deposits and credits taken out)

7. **Tax_Collected** – compares only the daily sales tax collected
8. **Adj_Actual_Sales** – compares only the "actual" sales without sales tax included (sum of all sub-totals)
9. **Todays_COGS** – compares only the daily cost of all goods sold (COGS)

- **The Calendar** – The calendar on the left of the screen shows the month and day being analyzed. The day, however, is not used on this tab, but a day must be selected to perform this analysis.
- **BEST Day / WORST Day** – From the previous years analyzed, the system will provide you with the worst and best days. You can use this to determine approximate where within the month these days usually occur to prepare for increased or decreased demand.
- **Month at a Glance** – The table on the right shows each day as table rows and each year you've been in business as columns for an easy comparison of past year's activity.

Screen Buttons

There are only two main buttons on this screen. Both are located at the bottom right.

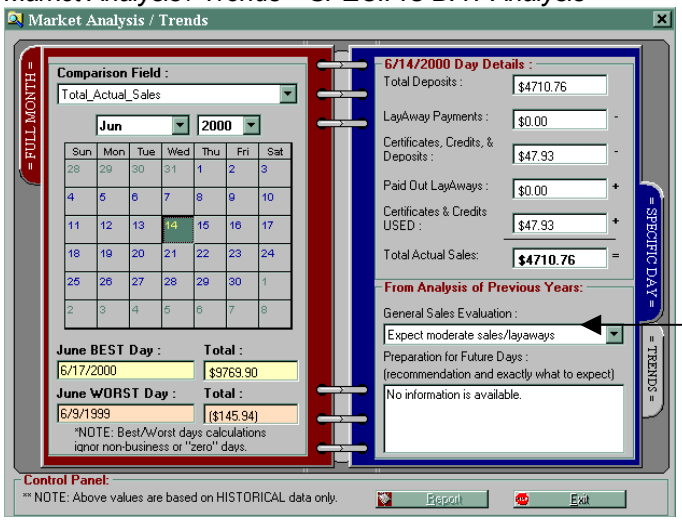
- **Report** – button for printing a report of the current data analysis (on the screen)
- **Exit** – button for exiting this screen and returning to the EPOS Desktop

Screen Tabs

There are three tabs located to the right portion of the screen.

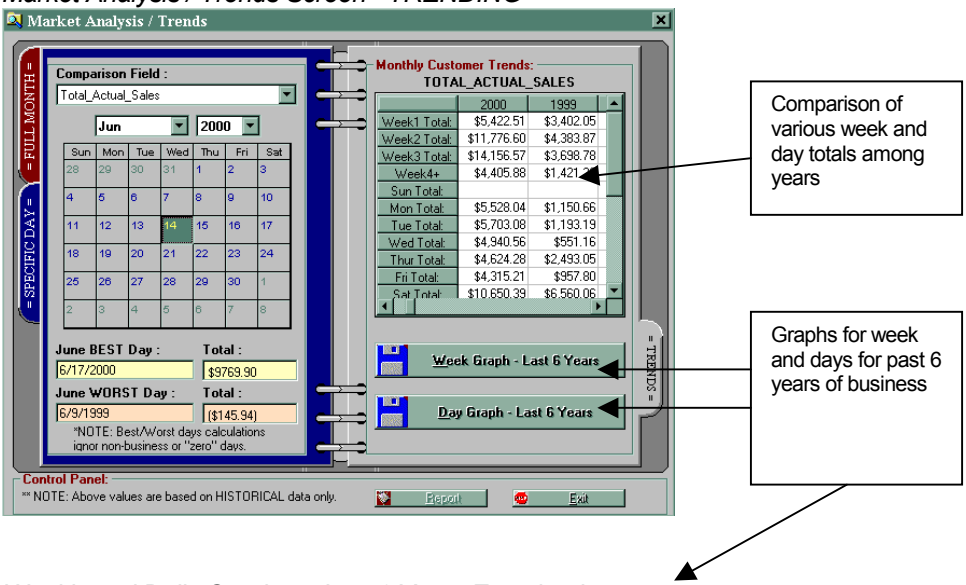
- **FULL MONTH** – shows sales data for each day of the selected month and compares it with the same month in previous years
- **SPECIFIC DAY** – shows sales data for only the specific day selected on the calendar and provides a calculated forecast for the day based on history
- **TRENDS** – shows any trends by comparing whole weeks, individual days of the weeks, quarters, holidays, etc. and shows two separate graphs

Market Analysis / Trends – SPECIFIC DAY Analysis



A calculated forecast of the day based on history – the more historical data available, the more accurate it is

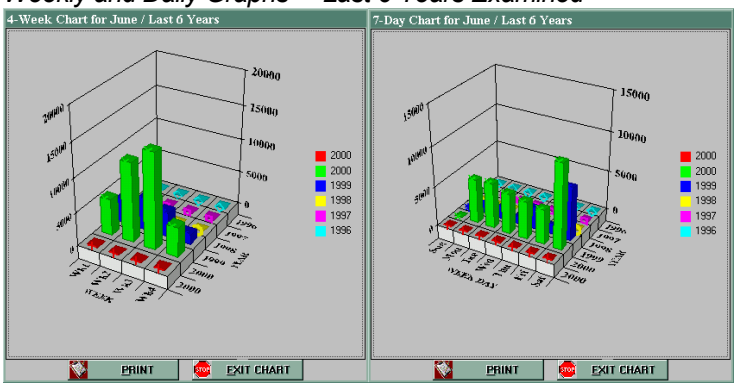
Market Analysis / Trends Screen - TRENDING



Comparison of various week and day totals among years

Graphs for week and days for past 6 years of business

Weekly and Daily Graphs – Last 6 Years Examined



Forecasting Using Historical Full-Month Data

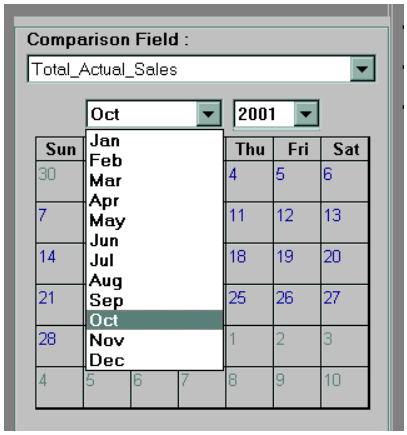
A forecast is nothing more than an estimate, or educated guess. The more historical data you have, the greater the accuracy of the guess. Forecasting is more of an art than a science, but at least the features of EPOS makes it easier to make these guesses each year you're in business.

The trick of forecasting using the first screen's tab, full-month view, is two-fold. First, you must make a judgment that the current month is behaving in a similar fashion as previous years. If so, you assume the following month (in which you're making your forecast) will operate similarly to a historical trend as well. You must also take into consideration any other current variables that could effect your forecast, such as an election going on, disastrous weather conditions in the area, or a stock market crash. Any change in your environment that did not occur in the same month of previous years could affect your forecast. It is always a good idea to print and file away these forecasts with a short description of current economic conditions.

To make a forecast for the upcoming month of October, we would go through the following steps.

1. From the EPOS Desktop, click **Financial Tools**, then **Market Analysis / Trends**.
2. From the *Market Analysis / Trends* screen, click the month dropdown box above the calendar to select the month of October (click on **Oct**).

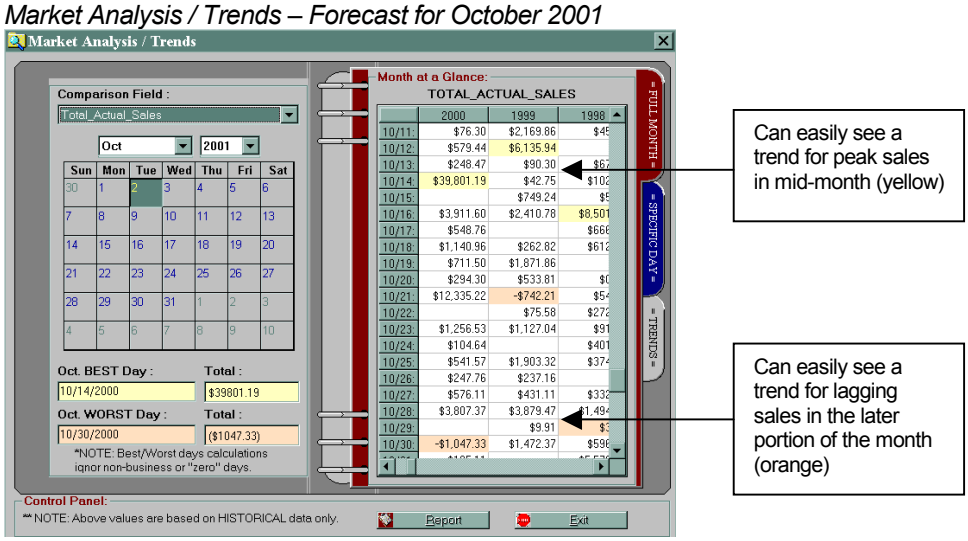
Select Future Month of October



NOTE: Everything will probably be blank at first because you must click on a day next. Also notice the default comparison field is **Total_Actual_Sales** which is fine for this example. Simply drop down this box to select a different comparison field.

3. Click on any day on the calendar, let's say the **2nd**. Notice all the values on the right appear including the best and worst days.
4. Given the historical data on the screen from the past few years, it's possible to make a fairly clear forecast for this upcoming October.

Market Analysis / Trends – Forecast for October 2001



5. To print a hard copy of the information, click the **Report** button.

What Does This Tell Us?

From looking at the past three years in the above example, we can derive a wealth of information. First of all, we can tell that our peak sales in October have *always* been in the range from 10/12 – 10/16. We know to have additional staff on hand during these days to help out. We can also expect to have sagging demand after the 20th, so additional help does not need to be scheduled.

We can also build an advertising plan based on this trend. We may want to offer some kind of "Halloween Special" for October that may spread the demand a little evenly throughout the month. Or, if demand has been notoriously slow each year around Halloween, we may want to consider closing during this time. It may cost more to stay in operation during slow periods than to simply close altogether.

System Forecast for the Day Based on History

The second tab (SPECIFIC DAY) shows all the totals for the selected calendar day and provides you with a forecast based on sales data for previous years. EPOS determines this forecast from a number of system calculations and averages. The more historical data you have, the more accurate the estimate will be. At least 1 year of previous data is required.

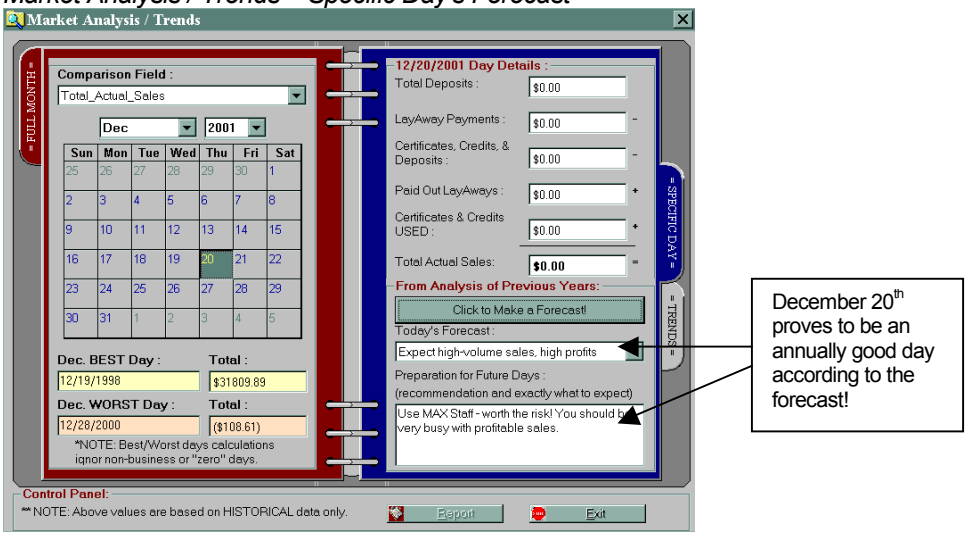
For the system to run a forecast, click the ***Click to Make a Forecast!*** button after a specific calendar day is selected. Based on your historical sales data, the forecast returned will be one of the following.

- **Expect high-volume sales, low profits** – This is the worst possible system forecast. This means you'll need to increase your staff and work harder for little profit. This is usually the forecast when the same day in previous years have sold mostly low priced, low profit items in large volume.
- **Expect high-volume sales, moderate profits** – This is a little better forecast than the previous in that the hard work and busy schedule will be worth somewhat decent profits.
- **Expect high-volume sales, high profits** – This is a good forecast that says to staff up and prepare for a very busy and profitable day!
- **Expect moderate sales, low profits** – The forecast here expects a somewhat busy store, but low profits – not a good forecast at all.
- **Expect moderate sales, moderate profits** – This is the equivalent to an average day – some walk-in traffic and some profitable sales, but nothing to get excited over.
- **Expect moderate sales, high profits** – This is a pretty good forecast because it says your store will not be that busy, but your day should bring you higher priced more profitable sales.
- **Expect low-volume sales, low profits** – This is a bad forecast. You should consider closing on this day! It says your store will have next to no traffic.
- **Expect low-volume sales, moderate profits** – This forecast is not entirely bad. It says store traffic is poor in comparison to other days, but expect to make some money anyway.
- **Expect low-volume sales, high profits** – This is actually a good forecast. It says traffic will be slow, but the sale of some high priced high profit items will be sold. It's a good forecast because it requires a small sales force to achieve high profits!
- **Inconclusive** – The system will display this if there is not at least 1 full year of historical data to run the analysis against.

After the system provides its forecast, it will then display its recommendations for the day in the box below (for example, *staff up*, *stock up on Misc. Gifts*, *expect poor sales today,* etc.). The system may recommend a number of different things for you to prepare for based on historical data. You should definitely heed the system's warnings, however, keep

in mind this is only a forecast – nothing is guaranteed. The more years of data the system can pull from, the more accurate this forecast usually is.

Market Analysis / Trends – Specific Day's Forecast



NOTE: Immediately after the button is pressed, a forecast for the day should appear.

Trending

The trending tab identifies any demand variances by anything other than a specific day or month. The following are a list of items you can make year-by-year comparisons with to identify product demand trends.

- **Week 1 Total** – this compares the summary of all days (Monday through Sunday) for only the first week of the selected month (year-by-year comparison)
- **Week 2 Total** – this compares the summary of all days (Monday through Sunday) for only the second week of the selected month (year-by-year comparison)
- **Week 3 Total** – this compares the summary of all days (Monday through Sunday) for only the third week of the selected month (year-by-year comparison)
- **Week 4+ Total** – this compares the summary of all days (Monday through Sunday) for only the forth week of the selected month (year-by-year comparison)

  NOTE: On months with over 4 weeks of days, the remaining days are group with this week 4 value.
- **Sun Total** – this compares the summary of ALL Sundays for the selected month (year-by-year comparison)
- **Mon Total** – this compares the summary of ALL Mondays for the selected month (year-by-year comparison)
- **Tue Total** – this compares the summary of ALL Tuesdays for the selected month (year-by-year comparison)
- **Wed Total** – this compares the summary of ALL Wednesdays for the selected month (year-by-year comparison)
- **Thur Total** – this compares the summary of ALL Thursdays for the selected month (year-by-year comparison)

- **Fri Total** – this compares the summary of ALL Fridays for the selected month (year-by-year comparison)
- **Sat Total** – this compares the summary of ALL Saturdays for the selected month (year-by-year comparison)
- **Q1 Total** – this compares the first quarter of the selected year to previous years
- **Q2 Total** – this compares the second quarter of the selected year to previous years
- **Q3 Total** – this compares the third quarter of the selected year to previous years
- **Q4 Total** – this compares the forth quarter of the selected year to previous years
- **Holiday** – this compares a designated day or date range in the selected year to previous years of the same day or date range

When to Use These Trend Values?

You may be interested in observing any demand fluctuations that occur during various times throughout the year. This is the best section of the system to identify these fluctuations. Below are some examples of some questions this tab can answer for you.

Weekday Analysis

- Is my business slower in the beginning of the week, say Monday or Tuesday?
- It seems my business drags on Wednesday. Is this only in certain months, or always?
- The store used to be opened on Saturday for years before I took over. Should I open back up on Saturdays? Would it be profitable for us?
- What are our best days each week? What are our worst days? We need to be able to make accurate staffing arrangements.

Full Week Analysis

- Is my business slower in the beginning of the month?
- We need to close a few days for inventory, in which week of which month would we lose the LEAST amount of business if we closed? And, is this week consistently slow on this month each year? Is this a week we can close every year to do inventory?
- We're noticing a strange trend of returns happening in the later portion of each month. Is this really the case?

Quarter Analysis

- In which quarter of each year can we expect the best (and worst) sales?
- Was my store effected by the economic downturn that just happened at the beginning of this year and last quarter of last year?
- What happened in the second quarter of last year? We need to research why poor sales occurred on only this quarter in the last 4 years.

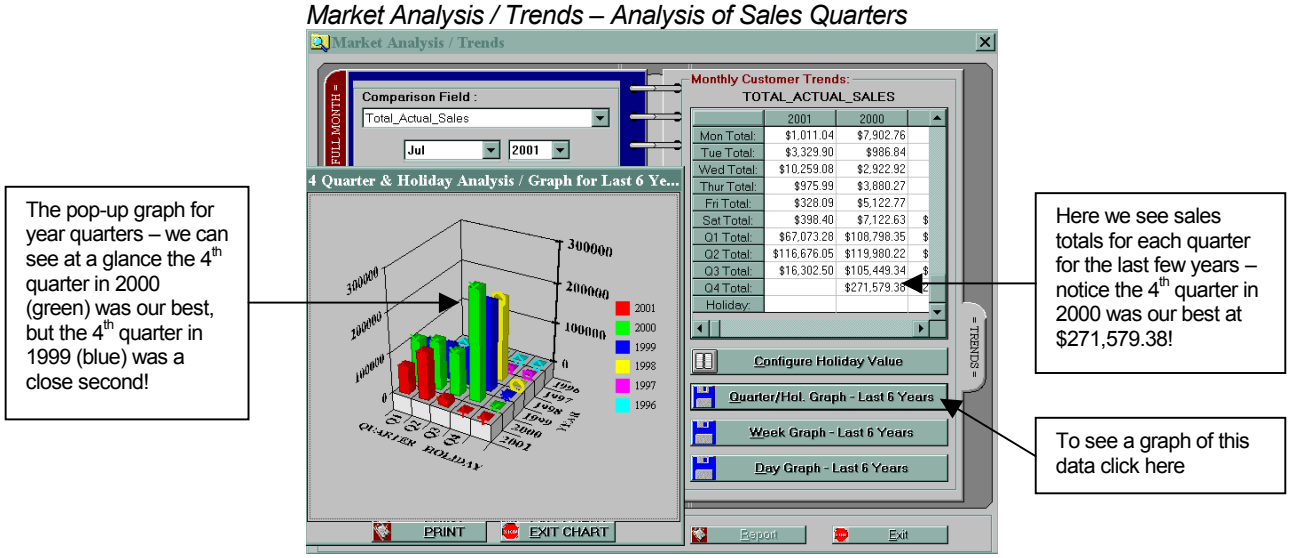
Holidays or User-Assigned Dates and Ranges

- I'm thinking of closing on Memorial Day from now on. What has the sales looked like these last several years on this day? Should we, or should we not, close each Memorial Day from now on?

- The day after Thanksgiving is said to be one of the largest retail shopping days of the year. Can we put this to the test by looking at this day for the past several years that *we've* been in business?
- We want to know how we do during specific date ranges each year such as Spring Break week or the summer school holidays. Can we do this?

Each of these questions CAN be answered using the trending tab. After selecting a day on the left-side calendar, calculations begin for the trends tab. You can then scroll down to view totals for this month (totals for individual weekdays and weeks as compared to the same month in other years) or year (totals for each quarter or designated holidays).

Market Analysis / Trends – Analysis of Sales Quarters


The pop-up graph for year quarters – we can see at a glance the 4th quarter in 2000 (green) was our best, but the 4th quarter in 1999 (blue) was a close second!
Market Analysis / Trends
Comparison Field :
Total_Actual_Sales
Jul
2001
FULL MONTH
4 Quarter & Holiday Analysis / Graph for Last 6 Ye...
Monthly Customer Trends:
TOTAL_ACTUAL_SALES
2001
2000
Mon Total: $1,011.04 $7,902.76
Tue Total: $3,329.90 $986.84
Wed Total: $10,259.08 $2,922.92
Thur Total: $975.99 $3,880.27
Fri Total: $328.09 $5,122.77
Sat Total: $398.40 $7,122.63
Q1 Total: $67,073.28 $108,798.35
Q2 Total: $116,676.05 $119,980.22
Q3 Total: $16,302.50 $105,449.34
Q4 Total: $271,579.38
Holiday:
Here we see sales totals for each quarter for the last few years – notice the 4th quarter in 2000 was our best at $271,579.38!
Configure Holiday Value
Quarter/Hol. Graph - Last 6 Years
Week Graph - Last 6 Years
Day Graph - Last 6 Years
To see a graph of this data click here
PRINT
EXIT CHART
Report
Exit
=TRENDS=

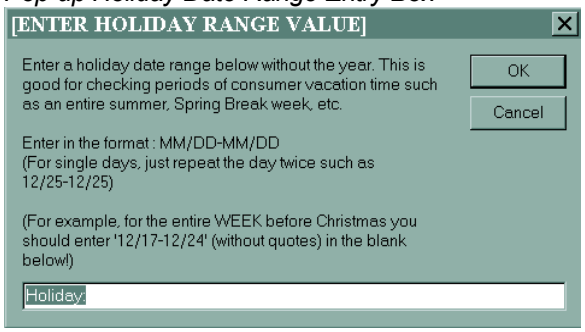
Enter a Special Day or Date Range to Analyze

You'll notice the last row in the Trends table on the right is called **Holiday**. This is for you to enter any specific day or date range you want to analyze. This is a tool you'd need to answer the last section of questions above such as whether or not to close on a specific day or to identify any trends during a specific date range each year. Follow the example steps below to create a date range to analyze.

Let's say you own a beach-side business in Florida and wanted to compare annual sales demand during the few weeks before Easter. Since most colleges have their spring breaks during this time, this could provide valuable information for the store to determine exactly how much of a spike in demand (if any) occurs during this time.

1. First, from the *Marketing Analysis / Trends* screen, click on the **=TRENDS=** tab.
2. Select **Mar** from the dropdown month box on the left (above the calendar) since March is the month prior to Easter (in April). Make sure a day on the calendar is selected, if not, click on any day in March – if data is available you'll see the trends table on the right start filling up with numbers.
3. Click the **Configure Holiday Value** button.

Pop-up Holiday Date Range Entry Box


[ENTER HOLIDAY RANGE VALUE]
Enter a holiday date range below without the year. This is good for checking periods of consumer vacation time such as an entire summer, Spring Break week, etc.
Enter in the format : MM/DD-MM/DD
(For single days, just repeat the day twice such as 12/25-12/25)
(For example, for the entire WEEK before Christmas you should enter '12/17-12/24' (without quotes) in the blank below!)
Holiday:
OK
Cancel

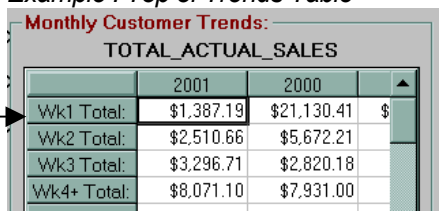
4. In the pop-up box, overtype the **Holiday:** word with the value **04/01-04/14** because we want the first 2 weeks in April prior to Easter Sunday. Then, click **OK**.

5. You'll notice the trends table completely recalculates and displays all the information in the table including numbers for "Spring Break" each year for the past 6 years.

Can we make any conclusions from this data? Based on our March to April 2-week comparison, it's fairly obvious that a trend exists.

Example : Top of Trends Table

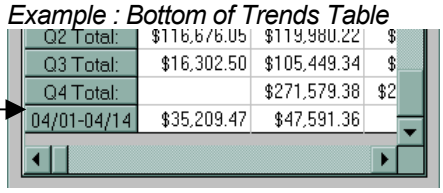
We can see the first 2 weeks in March totaled **$3,897.85** in 2001 and **$26,802.62** in 2000



NOTE: Remember these are week totals for March (the month selected)!

Example : Bottom of Trends Table

We see our 2-week April date range is **$35,209.47** in 2001 and **$47,591.36** in 2000



NOTE: Scrolling all the way to the last row in the table reveals the sales numbers from our date range in question.

So is there a trend is this example? We suggest looking at prior years as well and possibly other months to compare besides March, but the data here strongly suggests a trend exists. In the year 2001, the first two weeks of April totaled over *9 TIMES* the sales in the first two weeks of March. We know this isn't a fluke because the first two weeks in April in the year 2000 totaled nearly double the sales in the first two weeks of March the same year. As you can see, the evidence strongly suggests a trend for a demand spike (increase) during this time. This could tell management to begin staffing more people to handle the demand during this time. Adding additional staff during peak demand times could even further boost sales and profits.

Interpreting Your Data / Making Decisions

How you interpret the system's findings will depend mostly on the goals and the outlook of the organization. The system only provides the numbers for management to easily spot demand trends, what you do with the information is your business.

Obviously, in the previous examples we can easily account for most of the demand fluctuations such as increased sales due to Christmas time, Spring Break, etc. However, it isn't always this obvious. Sometimes what appears to be a trend could be coincidence, so be careful! This system provides you with the tools to identify these trends much easier than the rigorous task of using pen and paper, but this is by no means an end-all solution. A good final decision will always depend mostly on the intuition and experience level of the manager.

Chapter 9. Report Engine / Reporting Menu

This chapter focuses on the entire aspect of reporting. The EnterprisePOS system comes standard with many sample reports in Crystal, Microsoft Word, and Microsoft Excel format, however, some reports may need to be slightly customized to fit the needs of individual organizations. The focus of this chapter is how to use the EnterprisePOS Desktop **Reporting** menu and the built-in Report Designer utilities to build reports best suited for your organization.

What you will find in this chapter…

Reporting Menu – The EnterprisePOS Desktop **2**
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- Custom-Direct Reports 3
- Export Reports 4
- Application (Screen-Specific) Reports 6

Report Maintenance **7**
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Printing a Report **27**
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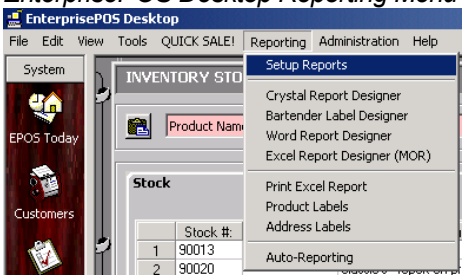
Reporting Menu – The EnterprisePOS Desktop

All reporting functionality throughout the EnterprisePOS system is controlled completely from the EnterprisePOS Desktop **Reporting** menu.

EnterprisePOS Desktop Reporting Menu



This menu includes the following.

Setup Reports – Where reports are assigned to specific system areas and edited (after adding a report to a system area, you can double-click it to edit it as seen later in this chapter).

Crystal Report Designer – The EnterprisePOS Report Designer (in the market-leading Crystal Reports format). You can design your own Crystal reports from scratch using this report designer utility. Note that the majority of the reports in EnterprisePOS are in Crystal format (nearly 200).

BarTender Label Designer – If you have Seagull Scientific software's BarTender package (for creating and printing bar code labels), the system will launch the application here.

Word Report Designer – The Microsoft Word Report Designer. This designer utility launches Microsoft Word with a floating list of EnterprisePOS database fields for you to build your own reports in Word (requires Microsoft Office software).

Excel Report Designer (MOR) – The Microsoft Excel Report Designer. This designer utility is a tool that allows you to build operating reports (bulk data) or single-record reports in Microsoft Excel (requires Microsoft Office software).

Print Excel Report – Launches the Excel Report printer utility to extract data from EnterprisePOS into an Excel report (requires the template to be setup first using the Excel Designer tool).

Product Labels – Bar Code label utility (screen to allow large label processing)

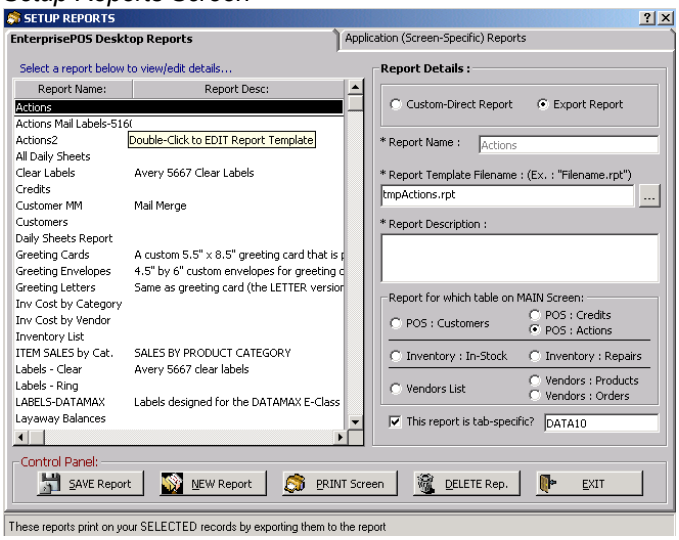
Address Labels – Same label utility except geared for customer addresses

Auto-Reporting – Launches the CRGEN application designed for automated reporting

Setup Reports – Main Maintenance Menu

From the EnterprisePOS Desktop **Reporting** menu, clicking **Setup Reports** will open the configuration screen where all report setup is performed. It is this screen where you add reports to specific screens and control the operation of all system reporting functions.

Setup Reports Screen



There are two tabs on this screen.

EnterprisePOS Desktop Reports – Reports listed here show up on the main EnterprisePOS Desktop screen on the right-side "reports" box.

Application (Screen-Specific) Reports – Reports listed here show up within specific screens (after opening up records from the main screen)

When you click on a report in the list, certain attributes are highlighted on the right. These are properties of the report and define how the report works and/or processes the data you send to it.

Report Types (Crystal Reports Only)

From the **EnterprisePOS Desktop Reports** tab (left-side), there are two types of reports as shown on the top right portion of the screen.

- **Custom-Direct Reports** – a report that is NOT system-dependent and is generally customized with database query information built into the report. It also has database connection information built into the report that connects it directly to your database (Access, SQL Server, or Oracle reports).
- **Export Reports** – a report that is system-specific (or table dependent) to the area it is currently selected, and it requires the data to be *exported* to it. Generally, you would use the search engine or a query in from the EnterprisePOS Desktop before double-clicking the report since the data selected in the table is automatically exported for these reports.

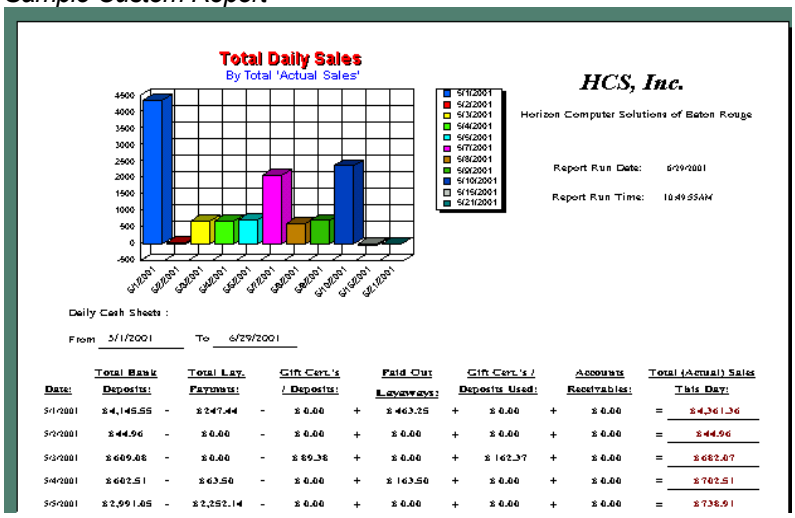
Custom-Direct Reports

Custom reports, as they're called in EnterprisePOS, are reports that are not system-specific and are generally customized for detailed reporting purposes or designed for a

specific database. These reports can be executed anywhere and are independent of any host. As long as the custom report can attach itself to the database from where it is being executed, it will run properly. You can even setup the CRGEN.EXE program (Crystal Report generator utility) as an icon on your Windows Desktop to run one of these reports. It is completely independent of its host.

Custom reports are usually much more complex and detailed than export reports. Custom reports are printing on the entire database where export reports are only printing on a much smaller exported subset of the data.

Sample Custom Report


Total Daily Sales
By Total 'Actual Sales'
HCS, Inc.
Horizon Computer Solutions of Baton Rouge
Report Run Date: 6/29/2001
Report Run Time: 10:49:55AM
Daily Cash Sheets :
From 5/1/2001 To 6/29/2001
Date: | Total Bank Deposits: | Total Lay. Payments: | Gift Cert.'s / Deposits: | Paid Out Layaways: | Gift Cert.'s / Deposits Used: | Accounts Receivables: | Total (Actual) Sales This Day:
5/1/2001 $4,145.55 - $247.44 - $0.00 + $463.25 + $0.00 + $0.00 = $4,361.36
5/2/2001 $44.96 - $0.00 - $0.00 + $0.00 + $0.00 + $0.00 = $44.96
5/3/2001 $689.08 - $0.00 - $89.38 + $0.00 + $162.37 + $0.00 = $682.07
5/4/2001 $682.51 - $63.50 - $0.00 + $163.50 + $0.00 + $0.00 = $782.51
5/5/2001 $2,991.05 - $2,252.14 - $0.00 + $0.00 + $0.00 + $0.00 = $738.91

NOTE: This custom report is a compilation of several different database tables to produce a report needed for this specific organization.

Custom reports usually have initial pop-up screens (Crystal parameter fields) when executed requesting input from the user to manipulate the data before the report is displayed or printed. The report uses this data from the user to query the database for report processing. The search engine in EnterprisePOS is not used for these reports.

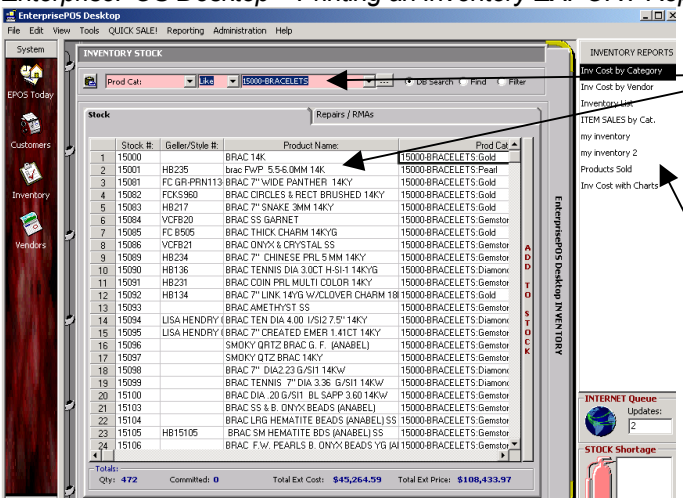
Export Reports

Unlike custom reports, export reports can NOT be executed outside of the EnterprisePOS system. These reports are system-specific and require its data to be selected from the table within the system first, then exported to the report when the report is double-clicked. These reports use the search functions of EnterprisePOS to find the data records you need (in the current table) before double-clicking on the report for a print-out. The data in the table (from your search) will automatically dump into the report when you run it.

For example, if we wanted to print all inventory in the BRACELETS category. We can enter the **Inventory** area of the EnterprisePOS Desktop, click on the **Stock** tab and perform the search by clicking on the Product Category column and selecting the category from the dropdown box and hitting the **Enter** key. We see all of our data displayed in the table below.

Now, we want a detailed report of this data. For the purposes of this example, we'll use the **Inventory Cost** report.

EnterprisePOS Desktop – Printing an Inventory EXPORT Report

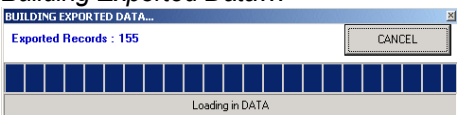


Step 1 : Hitting **Enter** after our search here, displays all our records from the database below.

Step 2 : Now, double-click on the report of choice. If it is an export report type, the data will be extracted to a temp database for the report to print from.

Double-clicking on an export report in the list on the right under **Inventory Reports** will export all records just populated in the table below.

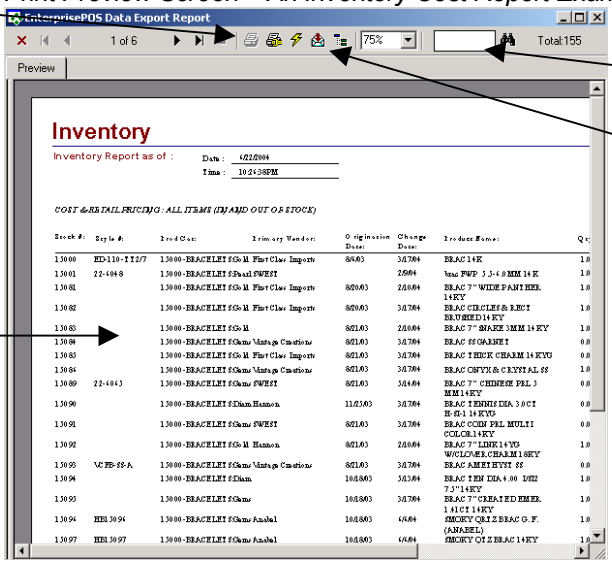
Building Exported Data…



You'll notice the report is displayed in a print preview window initially. Click the little printer icon at the top of the print screen to send the report to the printer.

Send the report to the printer and printer setup icons

Print Preview Screen – An Inventory Cost Report Example



Search box to find a specific page or area to print

Envelope icon is the export button that can export this report to Word, Excel, PDF, etc. or even email the report right from here!

Notice these are all the records in the table from your search!

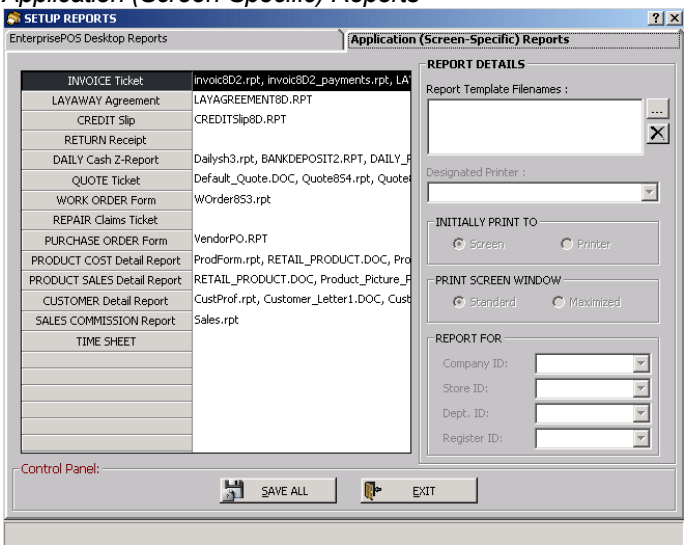
Note that the custom reports also have the same print-preview screen. However, they generally print much faster because data doesn't have to be exported first. Outside of the speed downfall, one benefit of using these reports is they are easily portable to all database types. In other words, you can build all your reports in Access, then upgrade your database to SQL Server and all your reports will still work the same (because it is exported).

Custom-Direct reports that were built in Access would ALL have to be rebuilt if an upgrade to SQL Server was done.

Application (Screen-Specific) Reports

Application reports do not appear in any list on the EnterprisePOS Desktop, they are reports assigned to specific screens and serve specific purposes. Examples of these types of reports would be the store's selected sales receipt, proposal or quote form, work order form, purchase order form, etc. These are reports whose function or location cannot be changed. They are designed for a specific program application and that's all. You cannot, for example, take a quote report and add it to the invoice area. It would cause an error when printed. Quote reports must always be in the quote area, customer reports must always be in the customer area, product reports must always be in the products area, and so on.

Application (Screen-Specific) Reports



You can add more than one report into a given area (left side). This will cause a small menu selection of reports to appear when the **Print** button is clicked within that specific screen. The attributes are displayed on the right-hand side when a report is clicked on like the previous EnterprisePOS Desktop Reports tab.

The report areas on the left include the following.

- **Invoice Ticket** - this is your store's sales receipt
- **Layaway Ticket** – this is your store's formal layaway agreement form that can print (if set) immediately after a layaway is rung up and the invoice ticket is printed
- **Daily Cash Sheet Z Report** – this is your store's cash sheet or Z Report used to close out registers at the end of the day
- **Employee Sales Commission Report** – the employee commissions report
- **Product Sales Screen Detail Report** – the report that prints from the *Products* sales screen
- **Customer Screen Detail Report** – the detailed report that prints from the customer screen
- **Product Cost Screen Detail Report** – the report that prints from the *Products* cost detail screen
- **PO Report** – this is your store's purchase order form
- **Work Order Detail Report** – this is your store's work order form

- **Quote Ticket / Proposal** – this is your store's quote or proposal form
- **Time Sheet** – this the employee time sheet report(s) that are printed from the Time Clock utility
- **Repairs Claim Ticket** – this report or reports are printed from the **Print** button on the Repairs screen
- **Credit Slip** – this report defines the credit slip ticket when a new credit is issued

Report Maintenance

The **Report Setup** screen's buttons (in the Control Panel at the bottom) of the **EnterprisePOS Desktop Reports** tab function as follows.

- **Save Report** – button used to save your changes after editing or adding a custom or system report
- **NEW Report** – button used to add a new custom or system report to the system
- **Print** – button to print the list of reports displayed on the screen
- **Remove Rep**. – deletes the currently selected custom or system report
- **Exit / Cancel** – exits this screen and cancels any report changes you're in the middle of without saving

On the **Application Reports** tab (right) side, there are only two buttons that make up the Control Panel that do the following.

- **Save Settings** – saves the complete screen (all application reports shown on the screen)
- **Exit / Cancel** – exits this screen and cancels any changes you've made to the list of application report filenames displayed

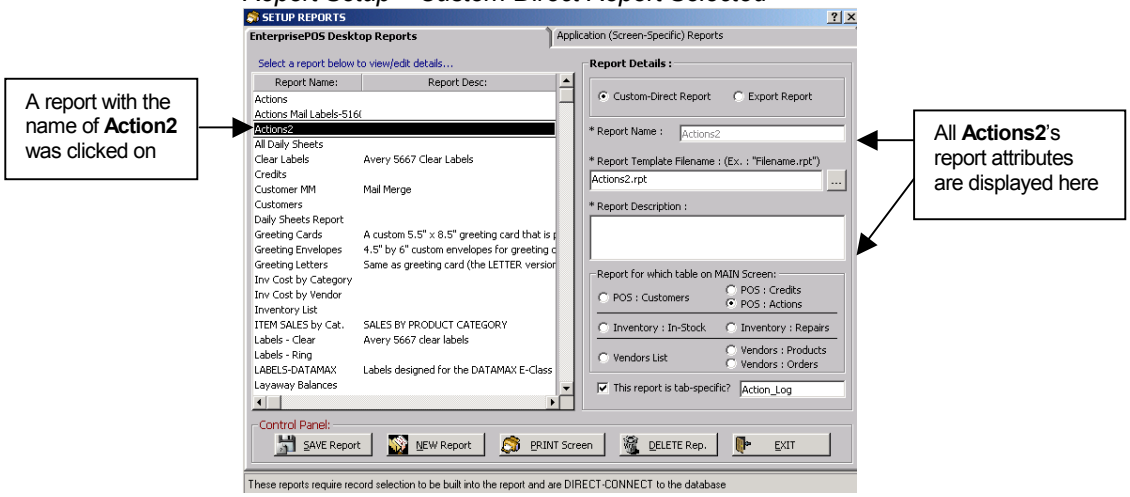
EnterprisePOS Desktop Report Maintenance

The left (and default) tab upon entering the **Report Setup** screen is specifically for custom / export report maintenance.

Editing an Existing Report

To change an attribute of an existing report, simply click on the report in the table to the left. You'll see the various selected attributes populate on the screen (under **Report Details** on the right) for that specific report selected. You can then change any of the selected report's attributes and click the **Save Report** button when finished.

Report Setup – Custom-Direct Report Selected



The report attributes and their functions are as follows. Each are listed on the screen from top to bottom by section.

- **Custom-Direct Report / Export Report** – this option selects whether the report is custom or export (as described in the previous section of this chapter)

  NOTE: Export reports always begin with the filename of *tmp* to distinguish themselves easier. Be careful when changing this option! If a report is a custom-direct report, and you change it to a system report, it will not run – and vise versa. Make sure you know which report is which before hand.

- **Report Name –** this is the database name to identify the report in the system (the name that is displayed on the screen for the user)

  NOTE: Notice this value is grayed out when editing a report. The report name is a key database field in EnterprisePOS, so to change a report name you'd have to delete and re-add the report.

- **Report Filename –** this is ONLY the file name of the report, NOT the file path

  NOTE: The actual report folder path is entered under the System Settings menu.

- **Report Description –** this is only a couple words to a few phrases that describe this report (to help different users understand the function of each report)

- **Report for Which Table on Main Screen –** this 8 option section selects exactly which EnterprisePOS Desktop "area" this report will appear under (defines the system area to assign the report to)

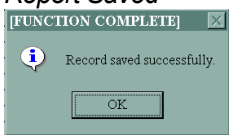
  NOTE: Keep in mind that if you select the wrong area a report is designed for, you'll probably get a blank report or error each time it's executed.

- **This Report is Tab Specific?** – selecting this option forces the report to only appear in the specific system area (or EPOS Desktop tab) selected in the option box above

  NOTE: The blank to the right of this selection defines the screen data control name for the specific table the report is assigned to. You shouldn't have to enter this value. The system will automatically assign this value if you selected the area above prior to checking this option.

After all your changes have been made, just click the **Save Report** button.

Report Saved



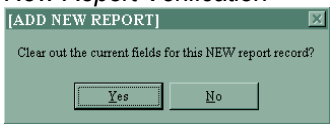
Your changes should be reflected the next time you (or anyone else) signs into the system.

Adding a Report to the System

Adding a report to the system *that already exists* is almost identical to editing an existing report. The attributes are the same, however you must decide on a specific report name that can be easily identified by all your users. The report name can be more than one word but should be limited to 15-20 characters in length. This report name is not the filename (the physical file name on the computer's hard drive or network).

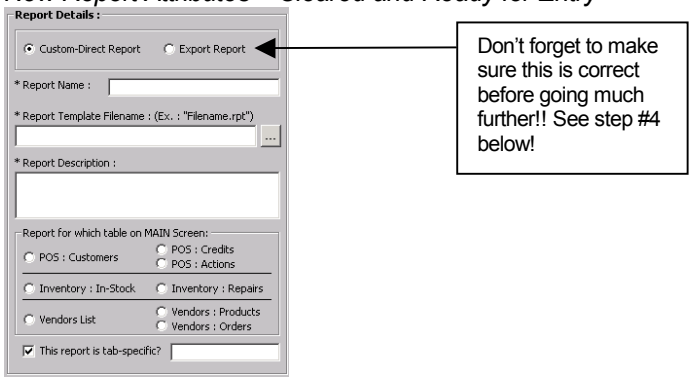
1. Click **New Report**. A verification box pops-up to clear all the report attribute fields to prepare for the new report.

   New Report Verification

2. Click **Yes**. The cursor appears on the report name (the key).

   New Report Attributes – Cleared and Ready for Entry

   
   Report Details :
   Custom-Direct Report
   Export Report
   * Report Name :
   * Report Template Filename : (Ex. : "Filename.rpt")
   * Report Description :
   Report for which table on MAIN Screen:
   POS : Customers
   POS : Credits
   POS : Actions
   Inventory : In-Stock
   Inventory : Repairs
   Vendors List
   Vendors : Products
   Vendors : Orders
   This report is tab-specific?
   Don't forget to make sure this is correct before going much further!! See step #4 below!

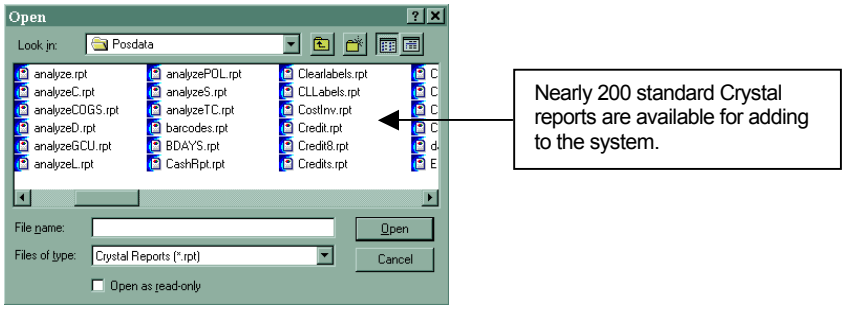
3. Select whether this report uses exported data (**Export Report**) or it is directly connects to the core database (**Custom-Direct Report**).

4. Type a *UNIQUE* report name. You are not allowed to enter a name used by another report nor should you use anything but regular alphabet characters. This is the name that will appear throughout the system.

5. Type the report's filename in the next blank or click the ellipse button (**…**) to search the network.

   NOTE: Do NOT risk entering the wrong filename since this value must be exact for the report to run. Click on the **…** button to search for the file.

Button is Clicked to Search for File



NOTE: There should be a previously saved report created in Crystal Reports or the EnterprisePOS Report Designer prior to adding the report to the system.

1. The next box is the **Report Description**. You can type whatever you want in this field to help you remember what this report is or does (optional).
2. The next section titled **Report for which table on MAIN Screen** is for only the placement of the report. Click the system area (tab) where you want the report to appear. Screens associated with this "area" will display this report throughout the system.
3. The last attribute is a check box titled **This report is tab-specific?** All system export reports are tab-specific since they must be associated with a specific database table on a specific tab, however you can uncheck this option for custom reports if you want your report to show up on every area and tab on the Desktop.

   NOTE: The only type of report that may be good to have on every tab and screen is possibly an employee time or sales report. You want to avoid having too many reports in this limited space area.
4. Click the **Save Report** button to finish adding the new report to the EnterprisePOS Desktop.

Application (Screen Specific) Reports Maintenance

As mentioned previously, Application (Screen-Specific) reports must be assigned to specific application screens. Application reports serve a specific purpose only. The application reports tab (right) side of the **Report Setup** screen shows all application reports throughout the system.

Changing an Application Report

You may want to use a different *style* or layout of a specific screen report or simply add some additional reports to that specific screen area that may better serve different needs or different printers.

By default, all screens have at least 1 specific application report assigned to them. You can use this tab area to modify these default reports to add logos, change wording on the reports, etc. You may want to try out some other reports by adding them to the specific areas as well. There are usually several variations to the same type of report in the system.

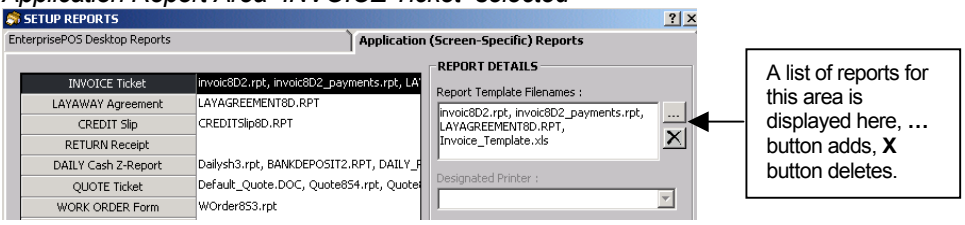
If you are not satisfied with any of the bundled report styles, you should use either the Report Designer (Crystal), the Word Report Designer, or the Excel Report Designer to create your own from scratch or use another template as a starting point. See the next

section for how to create your own report templates from scratch or off of an existing template.

The following steps walk you through changing or adding to an application report area.

1. Upon entering the **Report Setup** screen, click on the **Application (Screen-Specific) Reports** tab.
2. Find the application report area you want to modify and click to select it.

Application Report Area "INVOICE Ticket" selected



3. In the box to the right, select any report you want removed from this area and click the **X** button. Likewise, any report you want added to this area click the ellipse (**…**) button.
4. Click the **Save Settings** button. The save verification box appears making sure you are really ready to save all changes.

Save Verification Box

[SAVE ALL APPLICATION REPORTS?]
Save all application reports listed above?
Keep in mind if any of the above are wrong or mistyped, it will cause the system to produce an error when printing in certain functions.
Are you SURE?
Yes
No

5. Click **Yes**. You will now need to exit this screen, log out, then log back into the system for the changes to take effect.

Creating Report Templates from Scratch

There will often be situations when you'll need to modify a default report template or setup a new type of report. You may want to add your logo to the reports, change a footer statement, incorporate an "old reliable" Excel spreadsheet to be used as a report in the POS, or have already put in plenty of time in manual Word and Excel files that you don't want to have to redo. These are reasons EnterprisePOS is equipped with three report-type designers to facilitate reporting your daily, monthly, or annual transaction data.

EnterprisePOS Report Designer (Crystal)

If you already have Business Object's software Crystal Reports, you can use it to modify your reports otherwise you can use the EnterprisePOS Report Designer that comes bundled with the system and uses Crystal Reports technology. The most popular method of reporting in EnterprisePOS is Crystal, so this module may be very helpful and frequently used when adjusting reports to fit your business.

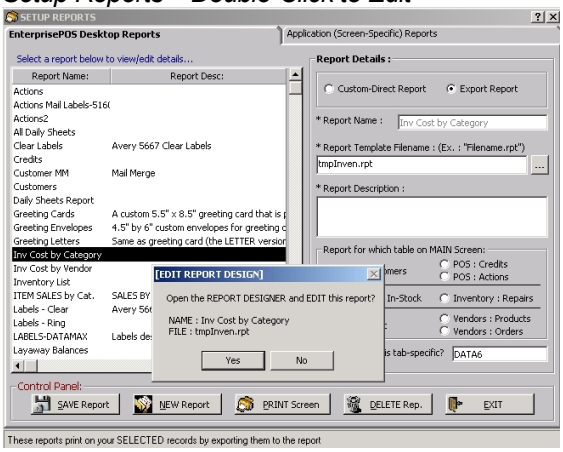
Modifying an Existing Crystal Report Template

Follow the steps below from the EnterprisePOS Desktop to modify an *existing* Crystal Report template. There are two ways to go about editing a report in the system.

Either…

1. Click the **Reporting** menu.
2. Click **Setup Reports** to see all reports already setup in the system.
3. Find the report you want to edit in the list, then **double-click** and click **YES** to open up the report template to be edited.

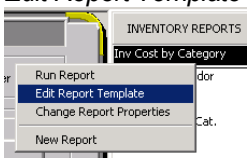
Setup Reports – Double-Click to Edit



Or…

1. Go to the report you want to edit in the EnterprisePOS Desktop (in this example, we click **Inventory** because we want to modify the "Cost by Category" report in the **Stock** tab area)
2. **Right-click** on the report to edit (normally you'd double-click to run it here)
3. Select **Edit Report Template**.

Edit Report Template



Either one of these methods will open up this same report in design mode.

4. The Report Designer will open the report for you to make your modifications. At this point, you can **click-and-drag** fields around, **double-click** label/text objects to edit wording, **right-click** on fields to edit properties (fonts, sizes, colors, etc.), **right-click** the **insert picture** to insert a logo, etc., etc.

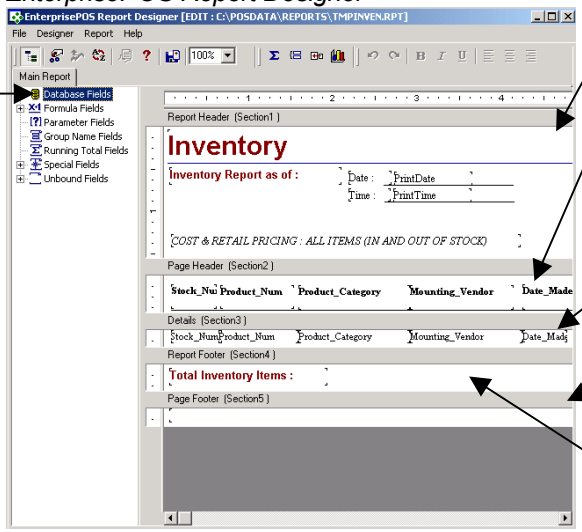
EnterprisePOS Report Designer

Double-click here to show database fields list

Right-click then **verify** here to refresh database

Right-click then **Set Location** here to adjust database connection

These are important functions to "fix" database/report connection issues.



Report Header – Fields here print once per report (first page).

Page Header – Fields here print once per page (at the top)

Group Header / Footers – Summary sections (fields to group on that have their own header and footers)

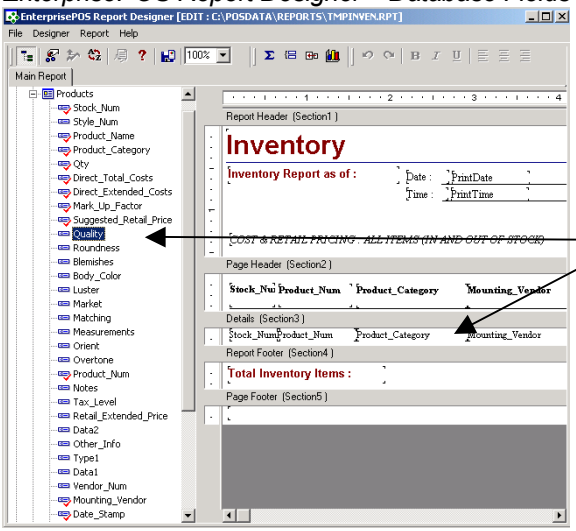
Details – Fields here print once per database record (the "meat" of the report)

Page Footer – Fields here print once per page (at the bottom, good for page numbering)

Report Footer– Fields here print once per report (last page)

5. **To add fields** : double-click on **Database Fields** on the left to view the list of available database tables. Double-click on a table to view the list of fields and click-and-drag the field from the list to the report.

EnterprisePOS Report Designer – Database Fields

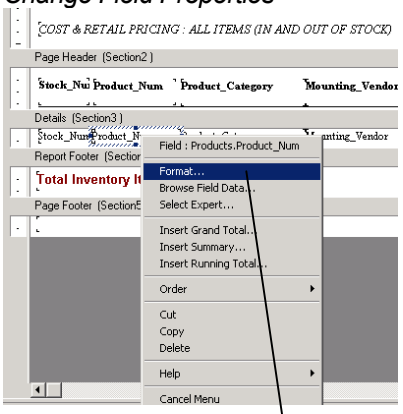


Click on a field from the list on the left, then drag it to the design area and drop it where you want it to display.

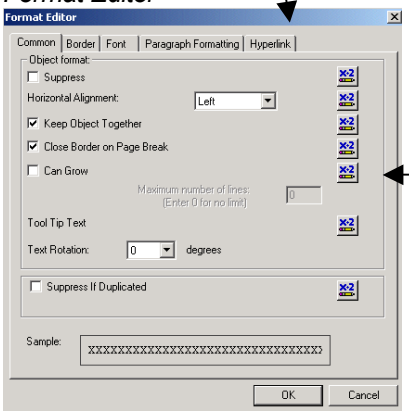
6. **To remove fields** : click on a field in the design area you want to remove, then click the **Delete** key or right-click, then **Delete**.

7. **To change field properties** : right-click on any field you wish to change the properties of, then select **Format.** The Format Editor screen will pop up for you to edit the field properties with.

Change Field Properties



Format Editor



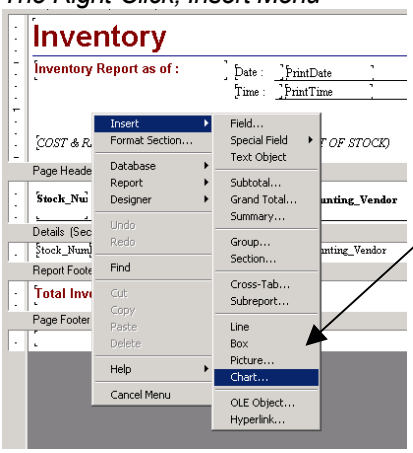
The **Format Editor** screen allows you to **suppress** (hide) the field, **keep objects together** from spanning over multiple pages, allow it to **grow** (expand) when data is lengthy, **rotate text**, add a **border** around the object, change **fonts**, **colors**, format the data **print style** or **paragraph**, or even add a **hyperlink** to a website when the user clicks on the object.

The blue **X-2** buttons to the right of each property allows you to enter a condition (formula) statement to tell the system to only apply the property evaluate when the property setting under specific conditions.

8. When you are finished adjusting the properties of the field item, click **OK** to return to design mode.

9. **Adding other features to report** : There are a wealth of other nice features you can add to your report such as cross-tab tables, charts/graphs, automatic summaries and totals, etc. Do this with the **Insert** menu by **right-clicking** in any blank space within the report design area (where you want to insert the object).

The Right-Click, Insert Menu



The **Insert** menu is where you can add :

- **Your Logo (Picture)**
- **Lines and Boxes**
- **Charts and Graphs**
- **Summaries and Totals**
- **Website links**
- **Cross-Tab Summary Tables**
- **Special Fields (page number, auto-date, auto-time, etc.)**

10. Finally, when you are finished, click **File**, then **Save**.
11. Click **File**, then **Exit** to leave the Report Designer and return back to the EnterprisePOS Desktop.

NOTE: Your report changes should take effect immediately, but if you experience erratic response from the newly changed report, you may need to exit out of the system and log back in.

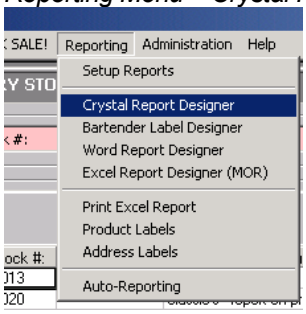
NOTE: There are many areas that are not touched on (writing formula code, database connection setup, etc.) in this chapter. These are more advanced Crystal Reports features and functions and are beyond the scope of this chapter for basic report setup. There are plenty of good books on Crystal Reports from beginner to advanced level. We recommend taking these courses if you plan on doing more advanced report design and possibly purchasing the full-blown Crystal Reports package. The full-blown Crystal Reports software by Business Objects offers a wide range of additional functionality and power to further enhance your reporting capabilities.

Creating a Crystal Report Template from Scratch

Follow the steps below from the EnterprisePOS Desktop to create a Crystal Report template from scratch.

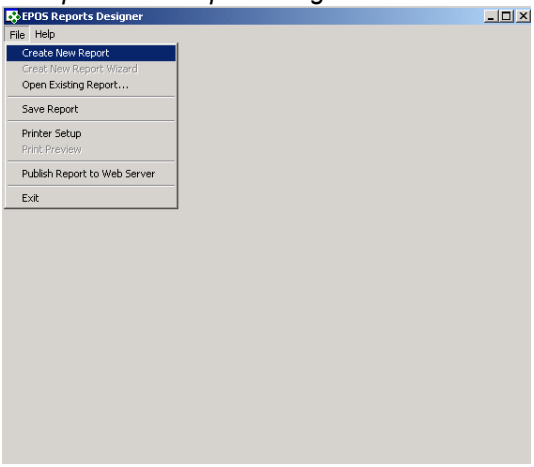
1. Click the **Reporting** menu.

Reporting Menu – Crystal Report Designer



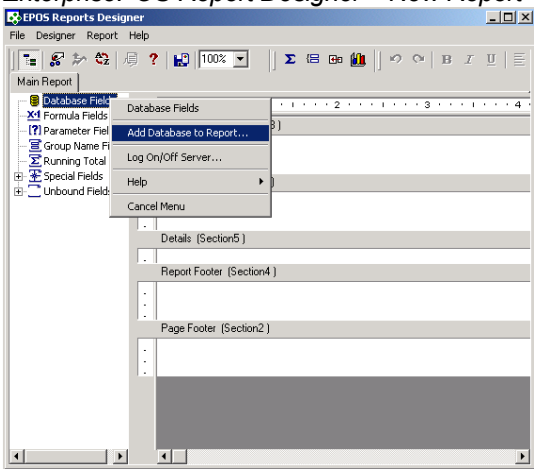
2. Click **Crystal Report Designer**. The Report Designer opens up with a blank screen.

EnterprisePOS Report Designer – Create New Report



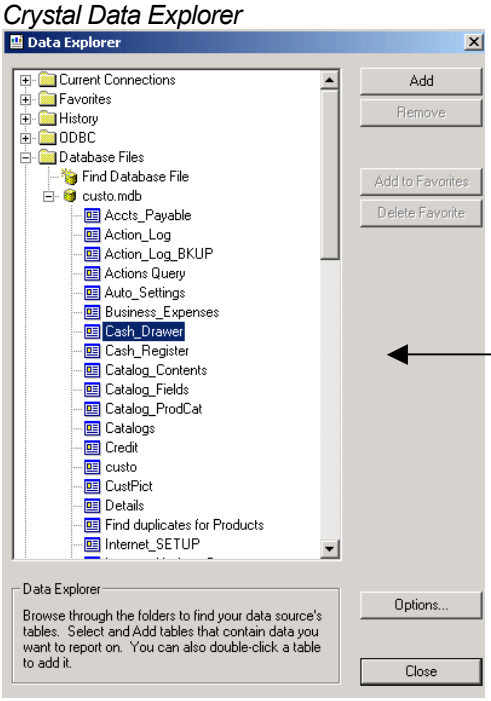
3. Click **File**, then **Create New Report**. The Crystal design area opens up.

EnterprisePOS Report Designer – New Report



4. **Right-click** on **Database Fields**, then select **Add Database to Report**. This is where we link to our database.

Crystal Data Explorer



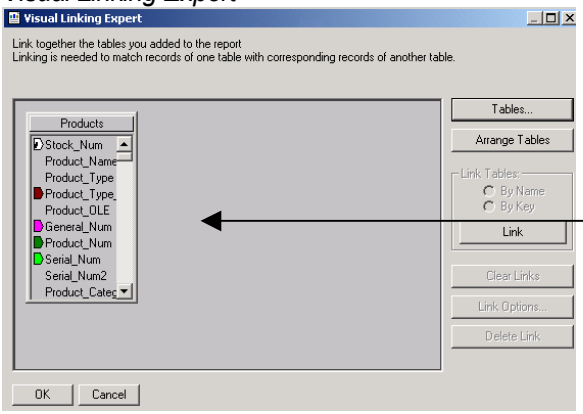
This may require involvement by your IT person or Systems Administrator.

You connect to your database via several different methods depending on the type of database you have. In this example, we're using an Access MDB file, so we **double-click** on **Database Files** to locate the MDB file and select the tables we want by **double-clicking** on them.

5. Locate and connect to your EnterprisePOS database successfully to view the list of tables. **Double-click** each table you want to add to your report.

6. When you're finished, click **Close**. This will bring up the Crystal Visual Linking Expert to link the database tables you have added to the report.

Visual Linking Expert



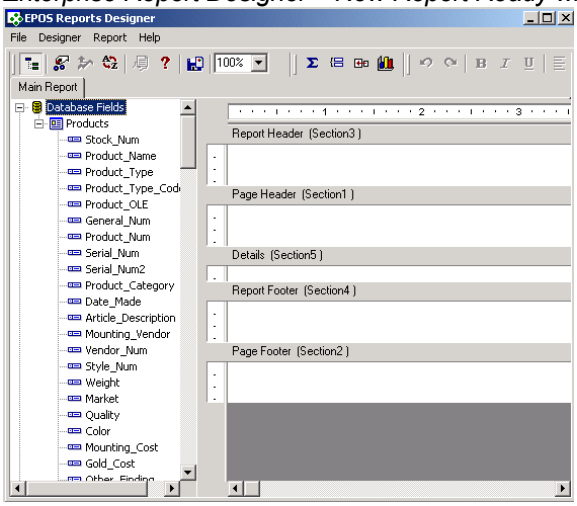
To keep it simple, we only added 1 table.

If we had added more, the system would link them for you allowing you to edit these links here.

It is very important you link these tables properly to ensure proper report operation

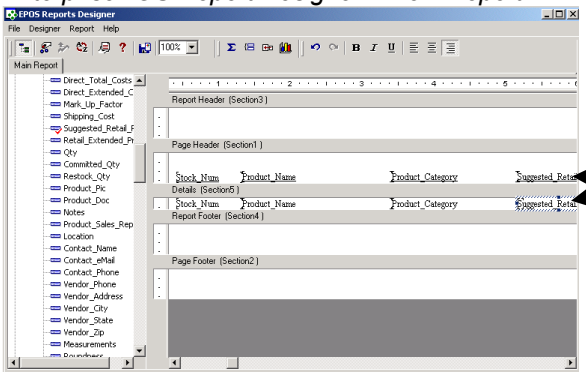
7. Click **OK**. You should now be able to see the table you just added with a list of database fields under **Database Fields** on the left.

Enterprise Report Designer – New Report Ready with Data



8. Proceed with clicking and dragging fields on the report. You can set the properties of these fields, add logos, charts, etc. as well at this point. Reference the previous section for more information.

EnterprisePOS Report Designer – New Report w/ Fields

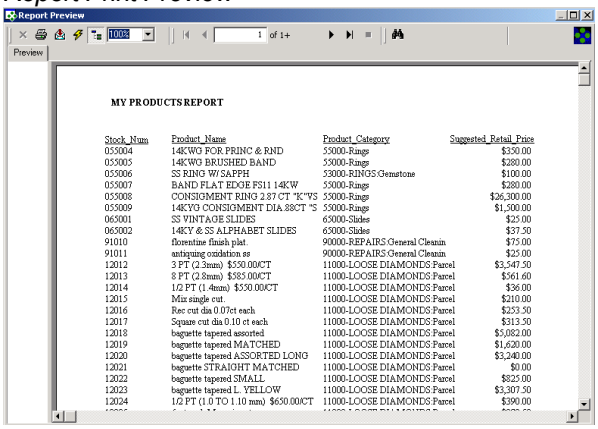


Clicking and dragging fields into the **Details** section automatically gives you a column heading in the **Page Header** section right above it that you can **double-click** to modify.

To resize a field, **click** it, then **drag** to enlarge it.

9. Once we've finished adding fields, possibly a title in the **Report Header**, possibly a pager number "special field" (auto-number) in the **Page Footer**, or whatever else we want (all under the right-click **Insert** menu), we can now print-preview it. Click **File**, then **Print Preview** to see how our report is taking shape.

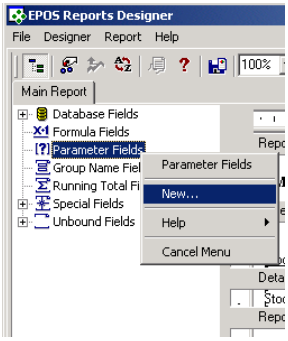
Report Print Preview


Report Preview
Preview
MY PRODUCTS REPORT
Stock_Num Product_Name Product_Category Suggested_Retail_Price
055004 14KWG FOR PRINC & RND 55000-Rings $350.00
055005 14KWG BRUSHED BAND 55000-Rings $280.00
055006 SS RING W/ SAPPH 55000-RINGS:Gemstone $100.00
055007 BAND FLAT EDGE FS11 14KW 55000-Rings $280.00
055008 CONSIGMENT RING 2.87 CT "K"VS 55000-Rings $26,300.00
055009 14KYG CONSIGMENT DIA .88CT "S 55000-Rings $1,500.00
065001 SS VINTAGE SLIDES 65000-Slides $25.00
065002 14KY & SS ALPHABET SLIDES 65000-Slides $37.50
91010 florentine finish plat. 90000-REPAIRS:General Cleanin $75.00
91011 antiquing oxidation ss 90000-REPAIRS:General Cleanin $25.00
12012 3 PT (2.3mm) $550.00/CT 11000-LOOSE DIAMONDS:Parcel $3,547.50
12013 8 PT (2.8mm) $585.00/CT 11000-LOOSE DIAMONDS:Parcel $561.60
12014 1/2 PT (1.4mm) $550.00/CT 11000-LOOSE DIAMONDS:Parcel $36.00
12015 Mix single cut. 11000-LOOSE DIAMONDS:Parcel $210.00
12016 Rec cut dia 0.07ct each 11000-LOOSE DIAMONDS:Parcel $253.50
12017 Square cut dia 0.10 ct each 11000-LOOSE DIAMONDS:Parcel $313.50
12018 baguette tapered assorted 11000-LOOSE DIAMONDS:Parcel $5,082.00
12019 baguette tapered MATCHED 11000-LOOSE DIAMONDS:Parcel $1,620.00
12020 baguette tapered ASSORTED LONG 11000-LOOSE DIAMONDS:Parcel $3,240.00
12021 baguette STRAIGHT MATCHED 11000-LOOSE DIAMONDS:Parcel $0.00
12022 baguette tapered SMALL 11000-LOOSE DIAMONDS:Parcel $825.00
12023 baguette tapered L. YELLOW 11000-LOOSE DIAMONDS:Parcel $3,307.50
12024 1/2 PT (1.0 TO 1.10 mm) $650.00/CT 11000-LOOSE DIAMONDS:Parcel $390.00

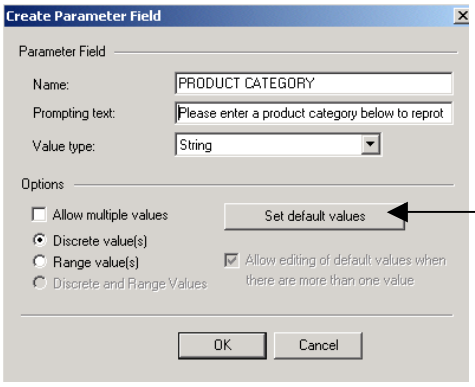
10. Since this is a Custom-Direct report because we are directly connecting to our core database, we need to build in a little functionality for the user instead of printing a report on ALL products as in this example. Click the **X** to close the print preview and return to Design mode.

11. **Right-click** on **Parameter Fields** on the left, then click **New**. These are fields that prompt the user for input at runtime.

New Parameter Field



Create Parameter Field



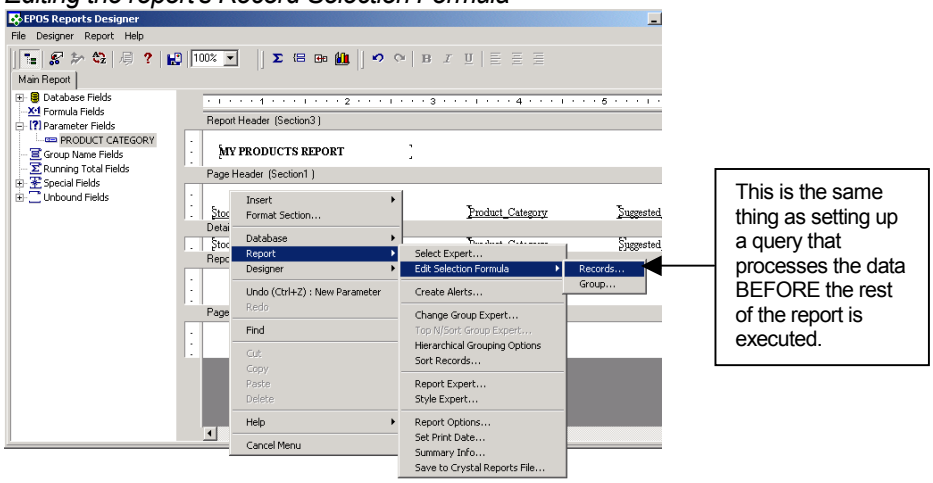
If you wanted to, you could put a dropdown box of available values here to give the user a list to select from.

12. Enter a **Name** for this parameter field, then enter the **Prompting Text** (what you want displayed to the user), and leave the **Value Type** as string. Then click **OK**. You should now see your new parameter field in the list on the left.

13. Now we want to use what product category (in this example) that the user enters in this box to only show those values in the report. We do this with a *Record*

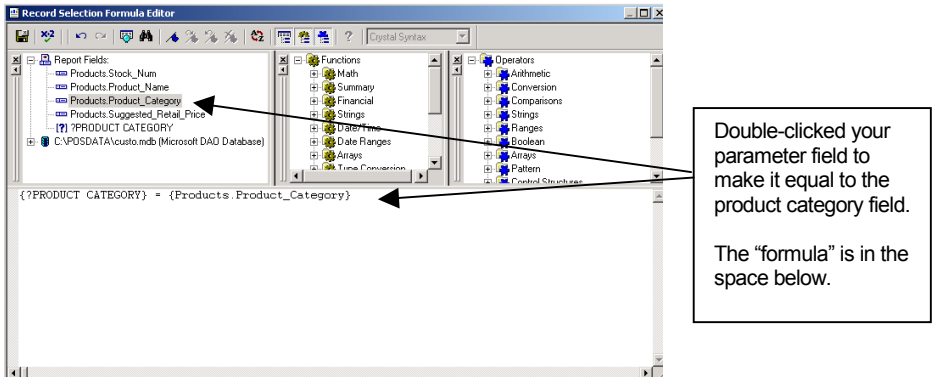
Selection Formula. **Right-click** in a blank area, then select **Report**, then **Edit Selection Formula**, then **Records**.

Editing the report's Record Selection Formula



14. The Crystal Formula Editor opens up in which you can double-click your new Parameter Field in the list of objects and make it equal to the database field "Products.Product_Category" which is the Product_Category field in the Products table.

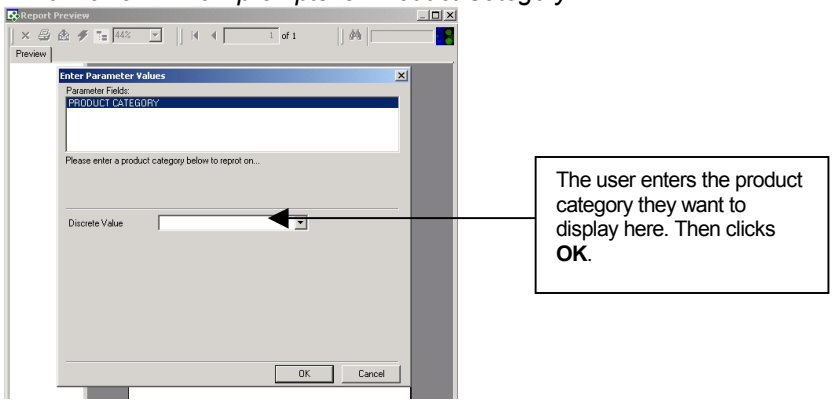
Record Selection Formula Editor



15. Click the **Save** button on the far left of the toolbar to exit back to the design area.

16. Now we can print preview our report again to see how it works with the new user query on the product category. The category the user enters is what is displayed.

Print Preview – Now prompts for Product Category



17. after making any further additional final adjustments to the report, click **File**, then **Save**. You will be prompted for a filename to save your new report as. This will be needed later when you add your new report to the system under “Setup Reports”. Also, make sure you save your new report within the \POSDATA\ reports folder.

Now, you can proceed to the previous section on adding your new report to the system.

EnterprisePOS Labels

There are two kinds of labels in the EPOS system, product labels and address labels. The only reason these two forms of labels are separate is due to the automated nature of Product labels.

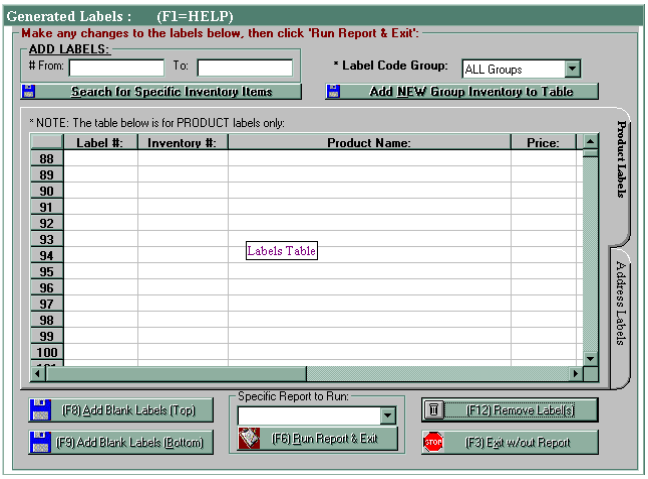
Product labels are designated only for inventory. When new inventory is entered into the system, a label is added to a product *label group* to be printed at a later date. This *group* of labels can be defined by date (when product was received from a vendor), product type (all items for a certain product category, for example), user type (all product entered by a specific employee), etc. However you want to define the label group is your business. They are only there to facilitate label printing by separating certain collections of labels for whatever reason.

Address labels have no automation at all. You must manually designate the records (customers, vendors, employees, or whatever) you want to create address labels from. This is usually done from the label screen itself.

The Labels Screen

The screen that maintains both product and address labels is under the Report Engine menu on the EPOS Desktop. Clicking either the **Product Labels** or **Address Labels** will bring up this screen.

The Labels Screen



Some controls for adding labels are at the top of the screen including a dropdown box to select different label groups. The middle of the screen has a table that shows all labels for the selected group while the bottom of the screen contains buttons that do a number of different functions (see below).

- **(F8) Add Blank Labels (Top)** – a button to insert blank label records to the top portion of the table (useful tool when printing labels on a partially used sheet of labels – For example, when using laser labels you may not want to print an entire sheet every time, so you can always skip down the sheet to the labels you haven't used yet by adding blanks)
- **(F9) Add Blank Labels (Bottom)** – same thing as the previous button, but it will add blanks to the bottom

  NOTE: These two buttons should never be used for label printers. These two buttons are designed to help users pursue cheaper alternatives to labels

such as use existing laser or deskjet / inkjet printers. However, we highly recommend a dedicated label printer if constant label printing will be a possibility. Using laser or other printers not designated specifically for printing labels may cause difficulty in scanning bar codes or problems with print misalignment.

- **(F6) Run Report & Exit** – this button will run the report selected in the above combo box based on the items / labels currently in the table, then exit the screen
- **(F12) Remove Label(s)** – this button will remove all selected records
- **(F3) Exit w/out Report** – this button exits this screen without running any label report

Product Labels

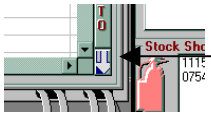
As mentioned, product labels are automated to a certain degree. Whenever new product is added, a label group entry is generated for each quantity value. What this actually means is the new product gets *marked* for label printing – 1 label for each quantity item.

This is accomplished through what is called a *label group code*. When receiving a purchase order from a vendor and moving new stock to store inventory, this process is done behind the scenes for you. However, adding a new product directly to inventory manually or changing any existing product's quantity value will demonstrate how this automation works.

In the following example, we're going to add a new product manually and examine the number of labels that are sent to our default label group for later printing. Remember, you must have the appropriate security rights to perform this example. Also, do not forget to remove this example product after you're finished (unless you're in practice mode).

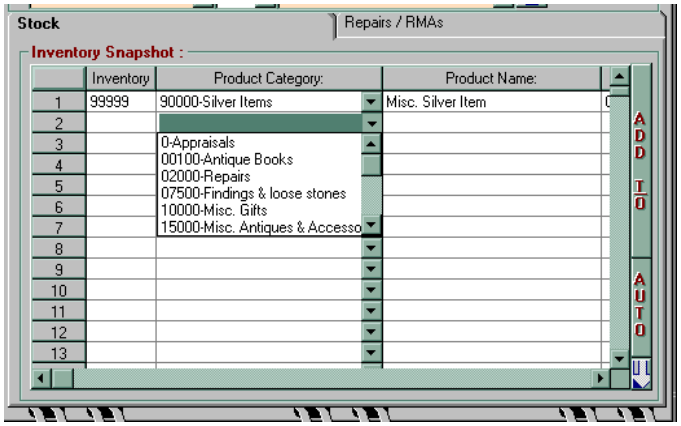
1. From the EPOS Desktop, click on the **Inventory Control** tab.
2. Click on the **Stock** (right) sub-tab under Inventory Control (although usually selected by default).
3. Click the down-arrow button on the right of the table of inventory to move to the last record in the table (because we need a blank row to enter a new product in).

   Move-to-Last-Record Button



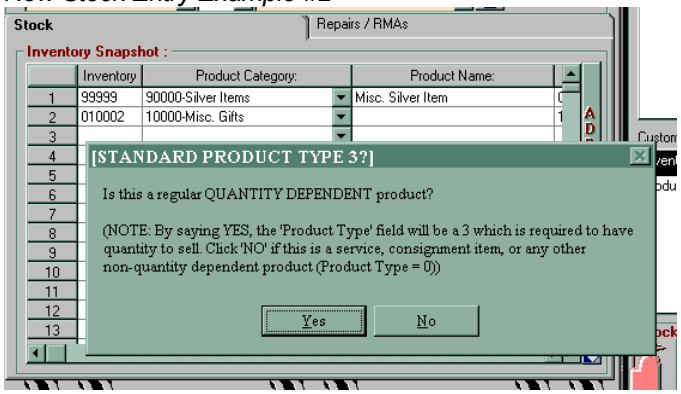
4. The table should be clear of all records except for the last product record in the database that is now displayed as the first record in the table.
5. Drop down the *Product Categories* list on a blank row under the last record and select a category to have a new inventory number automatically generated.

   New Stock Entry Example #1



6. Select any of your Product Categories from the list. For our example company, we've selected the **10000-Misc. Gifts** category. A pop-up box asking us if this is a standard product appears after the new inventory number in this category is assigned.

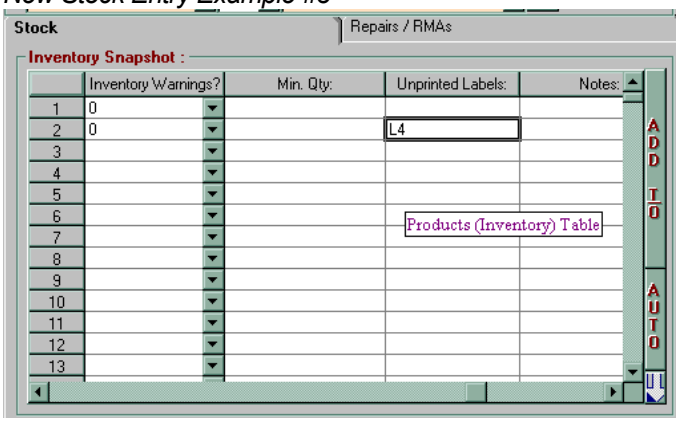
New Stock Entry Example #2


Stock
Repairs / RMAs
Inventory Snapshot :
Inventory
Product Category:
Product Name:
99999
90000-Silver Items
Misc. Silver Item
010002
10000-Misc. Gifts
[STANDARD PRODUCT TYPE 3?]
Is this a regular QUANTITY DEPENDENT product?
(NOTE: By saying YES, the 'Product Type' field will be a 3 which is required to have quantity to sell. Click 'NO' if this is a service, consignment item, or any other non-quantity dependent product (Product Type = 0))
Yes
No

NOTE: A standard product uses quantity (which would also need labels), a non-standard product does not use quantity (for example, a service that would not use labels).

7. Since we want to utilize quantity and labels for this example, click **Yes**.
8. The system then places the cursor on Product Name. Enter anything here (for example, "Test Product" – or anything you'll remember to delete later). Then hit **Enter**.
9. The cursor is then skipped to quantity. For our example, enter a quantity of **4** here, then hit the **Enter** key.
10. The next few columns are cost and price along with several other fields you can either choose to enter or leave blank. Continue to hit **Enter** to skip through these columns until you see a column called *Unprinted Labels* or something equivalent (depending on your customizations). You'll notice a label code in the column. The code should include the default *label group* letter followed by the quantity of product being added (for example, if you already had a quantity of 1 of an existing product already and you changed it to 4, the quantity number in the label code would say 3 because you're adding 3 new items - the system assumes you're only needing 3 new labels to print).

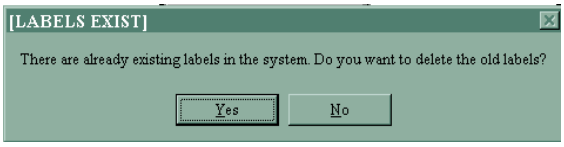
New Stock Entry Example #3



NOTE: The "L" value is the label group and the 4 is the quantity of labels being added.

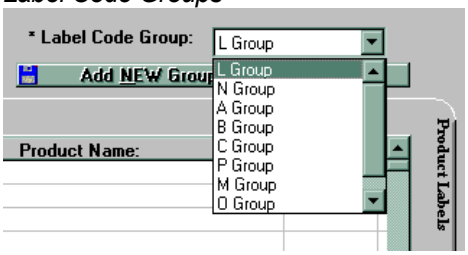
11. Now click the **Product Labels** selection under Report Engine. If you already have a sheet of labels selected (a work-in-progress of unprinted labels), you'll get a message asking if you want to clear out all old labels. Clicking **Yes** or **No** to clear them is up to you.

Old Labels Exist



12. On the labels screen we can now pull up our group "L" and add the additional labels to our worksheet (the table). Click the **Label Code Group** dropdown box and select the **L Group**.

Label Code Groups



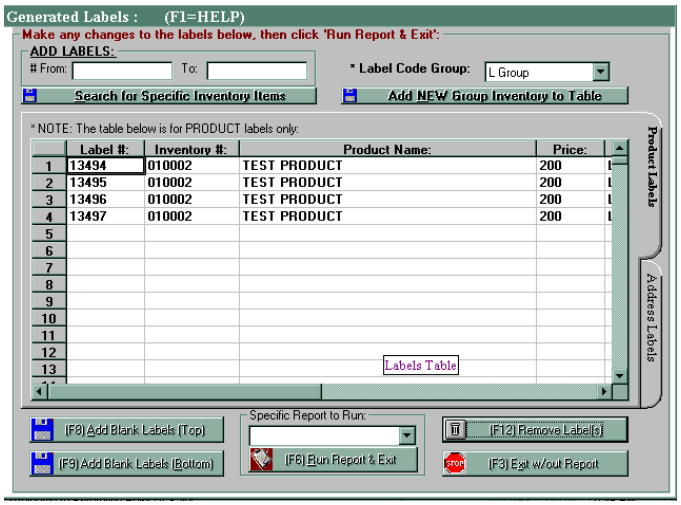
13. Once **L Group** is selected, any labels currently assigned to this label group should automatically populate the table. This is basically the "L" group worksheet of unprinted labels. As you add more and more labels to this group, they become reserved to ONLY this group until you are ready to print.

14. Click the **Add NEW Group Inventory to Table** button below the label group dropdown box. A box should pop-up finding new labels in this group.

Our 4 New Labels Were Found

15. Click **OK**. We see 4 label records appear in the table. We've just added 4 labels to print (reserved under the "L" group) from the 4 items of product quantity we added into inventory earlier.

Our 4 New Product Labels are now Entered!

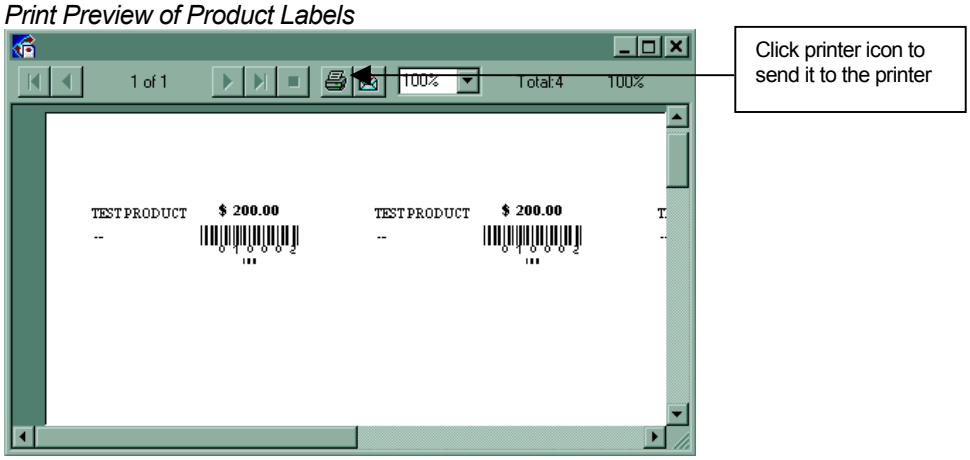

Generated Labels : (F1=HELP)
Make any changes to the labels below, then click 'Run Report & Exit':
ADD LABELS:
From:
To:
* Label Code Group:
L Group
Search for Specific Inventory Items
Add NEW Group Inventory to Table
* NOTE: The table below is for PRODUCT labels only:
Label #: Inventory #: Product Name: Price:
1 13494 010002 TEST PRODUCT 200
2 13495 010002 TEST PRODUCT 200
3 13496 010002 TEST PRODUCT 200
4 13497 010002 TEST PRODUCT 200
Labels Table
Product Labels
Address Labels
(F8) Add Blank Labels (Top)
(F9) Add Blank Labels (Bottom)
Specific Report to Run:
(F6) Run Report & Exit
(F12) Remove Label(s)
(F3) Exit w/out Report

NOTE: We don't have to print now. We can exit the screen, add more product to the "L" group, then come back and add them to the table later.

16. If you need to, use the two bottom buttons on the left to add labels to the top or bottom of the table to force the labels to print exactly where they need to go on your designated labels sheet (if applicable).

17. Select the labels report in the designated bottom central dropdown box and click the **Run Report & Exit** button. The labels will then print to a screen for you to send to a printer.

Print Preview of Product Labels



As you are adding product, you can change a label group code to a different letter, such as "S". Grouping different products under different label groups make it simple for employees to reserve specifically formatted label sheets for specific types of product.

Address Labels

Address labels are very similar to product labels. In fact, the screen remains exactly the same and label group codes are still used to separate different label collections. The automation of product labels is the most distinctive difference. This means the system will never queue up new labels into any group for you to simply click a button and add (like product labels). You are required to add these forms of labels manually from within the labels screen itself.

However, one way you can get around this with customers is to use of the customer status field. An example would be to use a default customer status field such as “NEW” for all “new” customers. Then you could search on these values once a month to group all “new” customers into a specific label group for address printing. You may want to print Thank You cards, send follow-up sales materials next month, etc. Using the status field allows you to do this and never miss a new customer for labels.

Recommendations

If you plan on printing labels daily (in excess of 50 or so) and price is not a major concern, we definitely recommend going with a label printer. Even though laser label packages look really nice from the picture on the box, we’ve seen customers struggle daily with even the best quality laser labels.

Frequent complaints of laser or inkjet labels are poorly aligned print due to the slight paper shifting as its feeding through the paper, print is not sharp enough for the scanner to read the bar code, labels peeling off sometimes and jamming the printer, and so on.

The downfall of trying to cut corners and cost by going with a box of printer labels for a regular printer is the high support costs down the road. Generally, a distributor will not consider a label paper jam as part of your software support contract. You may end up spending future dollars on hardware/printer support instead of focusing the money towards software maintenance agreements or future upgrades that will move your company software into the future. We definitely recommend spending on a dedicated label printer if at all possible to save money and support headaches in the future.

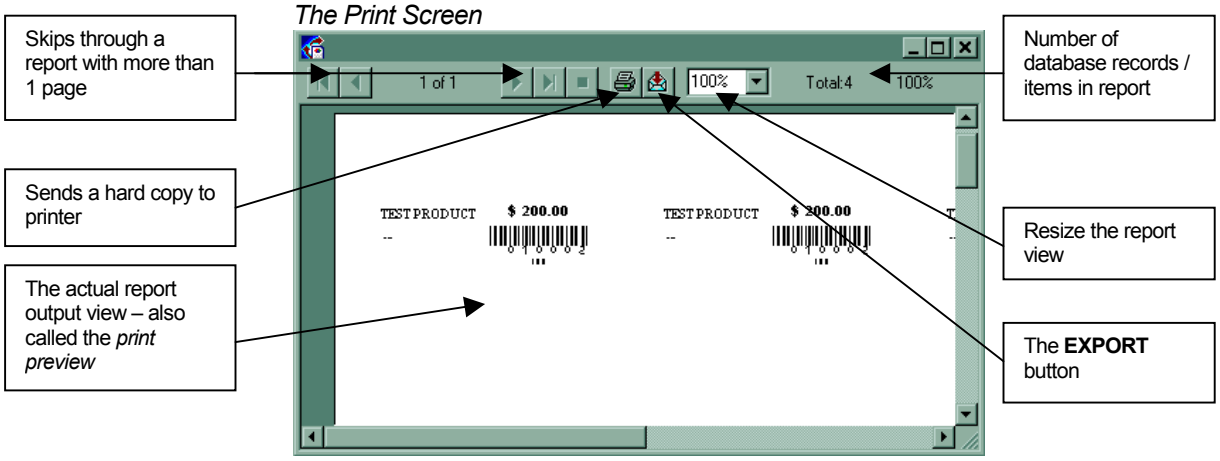
Printing a Report

Printing a report occurs by usually double-clicking on a report name or clicking a **Print** button on a certain screen. Unless setup differently by your System Administrator, nearly all reports will first print to what is called a *print screen* first.

The Print Screen

A report's print screen allows you to view the report before it is actually sent to the printer. It is designed to allow you to study the report on the screen (and even extract it to other applications) in order to save paper from printing a hard copy. The print screen's report output looks identical to how the report would actually print if sent to the printer.

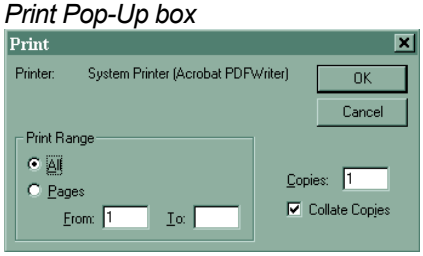
The Print Screen



In order to print a real hard copy of the output displayed, simply click the print button (with the picture of the printer). It will send the displayed output to your default printer.

Once the printer button is pressed, a pop-up verification box will appear asking you to choose which pages to print, the number of copies to print, and showing the currently selected default printer. If this is not correct, you'll have to exit out of this screen and change the default printer yourself.

Print Pop-Up box



Clicking **OK** from this screen will immediately force the printer to begin printing the report output.

We will not go into much further detail of the print screen since the majority of its functionality has been covered in previous chapters. However, the export button brings an added powerful element to the equation that is very often over looked and has not been covered as of yet in this manual.

The Export Button

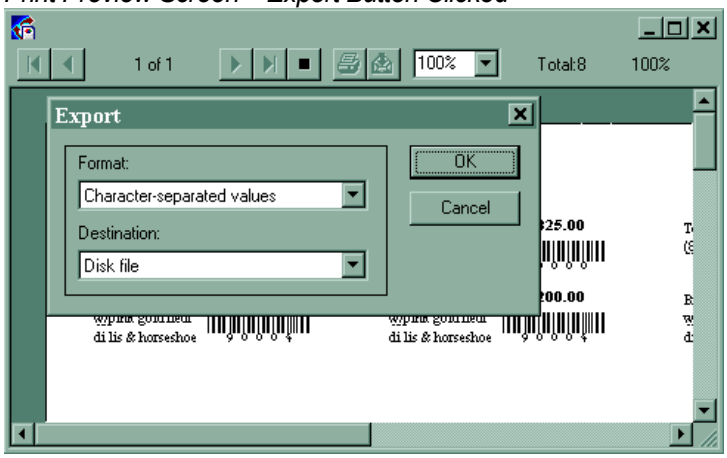
The export button on the print screen is for extracting report output data to a Windows-based application. It can do everything from creating spreadsheets or documents with your report's data to sending a quick email of the data. Exactly what is created depends on where you want to extract the data.

Below is an example of a report with product labels being sent to Microsoft Word.

1. From the *Print Preview* screen, click the export button.

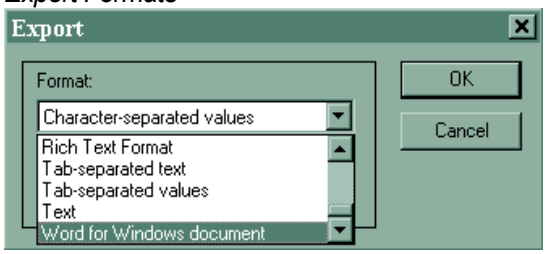
   NOTE: You'll see a pop-up *Export* box asking you both the format and the destination of your new exported file. Remember, this will create a NEW file in the format of whatever application you choose.

   Print Preview Screen – Export Button Clicked



2. Drop down the box under **Format** by clicking the arrow on the right. You'll see a long list of available options to send the report output data to. Find the **Word for Windows document** selection in the list and click it to select it (for this example).

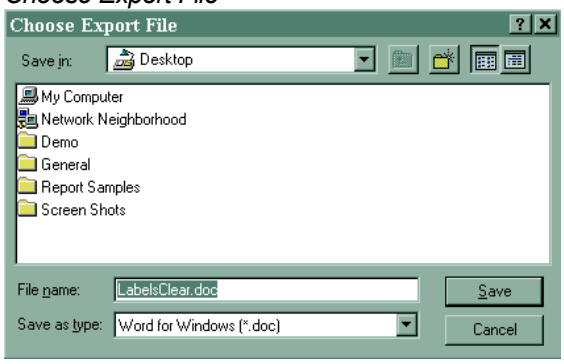
   Export Formats



   NOTE: If you do not have Microsoft Word or Microsoft Office, you may not see this export option in the list. If you don't, choose **Text** or **Rich Text Format**.

3. Keep the destination field with **Disk File** in it. Now, click **OK**. The Choose Export File box comes up.

Choose Export File



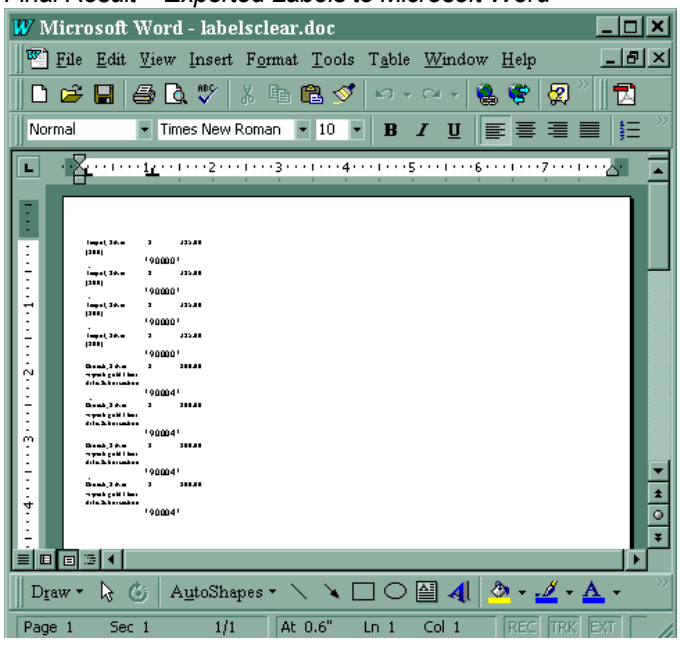
NOTE: You can call it whatever you want, but remember where you place it. Since this is an example, you want to be able to delete it later.

4. Verify the given file name or change it to something new and click the **Save** button. A status box comes up while the conversion to the selected file format is in progress. When it completes, it returns you back to the print preview screen.

5. Now, let's verify it worked by closing the print preview screen and finding where you saved the file on the computer or network (double click on My Computer or use your Windows Explorer program to find the file).

6. Running the file (by double clicking on it) will usually launch the application to is designed for. When the application loads, visually verify the new document was created with the exported report data.

Final Result – Exported Labels to Microsoft Word

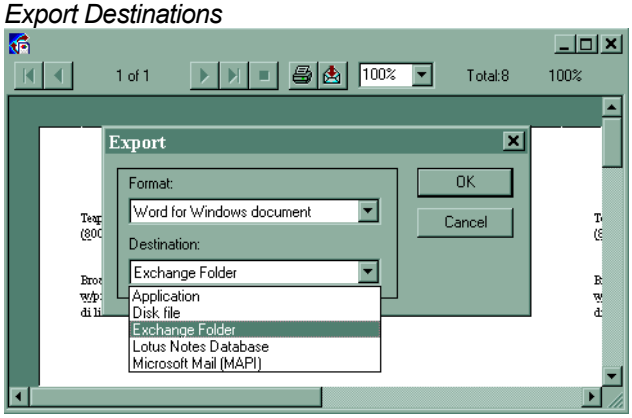


NOTE: You may have to play with the layout of the document or spreadsheet once the data is exported. Unfortunately, data doesn't always import into another application exactly the way you like it. Don't be surprised if it looks a little different after being exported.

Depending on what you have installed on your PC will determine the various export formats and destination you have to choose from. If you have a mail program installed on

your PC like Microsoft Exchange or Outlook, Lotus cc:Mail, etc., you should have a destination option to email people directly from your print preview screen.

Export Destinations



NOTE: In this example, the user has two email options, **Microsoft Mail** and **Exchange Folder**. Microsoft Exchange or Outlook users would select the Exchange folder option that would convert the report to a message in your selected Outlook profile and prompt for you to enter the send-to address.

Using the Export Button for Mailing Labels, Form Letters, or even a Product Catalog!

Users wanting to do more with address labels in particular are somewhat limited by using the Reporting Engine's *Address Labels* features in EPOS. So much more label manipulation can be performed within a separate application specifically designed for document processing, such as Microsoft Word. Using a word processor to manipulate your labels gives you a wide range of capabilities (including graphics on certain labels, adjusting heights and widths on only specific labels, changing data on a label after its creation, and so on) after the pages of labels have been created. Using only EPOS gives you the ability to adjust the labels on the report writer or change data in the table of labels as well, but only before the actual labels report is created. Usually the ability to manipulate sheets of labels after-the-fact as well as the added flexibility and familiarity of using a popular word processor instead of a report writer are strong factors for usage of this method for label creation.

There are some reports already in the system designed for mail-merge integration with an external software package. These reports show bare-bone data and are not designed for legible viewing – only integration into an external package for manipulation. These reports are identified by an "MM" in the later portion of their filename. These reports can be executed, then exported into an Access database table for creation of mailing labels, form letters, product catalogs, etc. once mail merged into a word processor application.

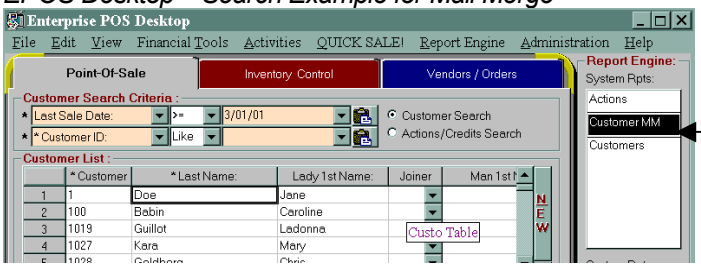
For the purposes of the following example, we'll use the customer data mail merge report, *tmpcustoMM2.rpt*, and Microsoft Word.

First, you must use the report writer to add the *tmpcustoMM2.rpt* file to the System Reports box of the vertical report menu under the Point-of-Sale EPOS Desktop tab. See the earlier portions of this chapter on how to do this (using the *Report Engine Maintenance* screen). Finally, you must have a version of Microsoft Word installed on your computer. After you've verified these two preliminary requirements, continue with the following walk-through for mail-merge document creation and usage.

1. From the EPOS Desktop, click the **Point-Of-Sale** tab. Notice the reports in the vertical report menu on the right change to reflect the reports specific to this area.

2. Perform a search to find a specific group of customers. Let's say you want a report of all customers who purchased something since March to send out Thank-You letters.

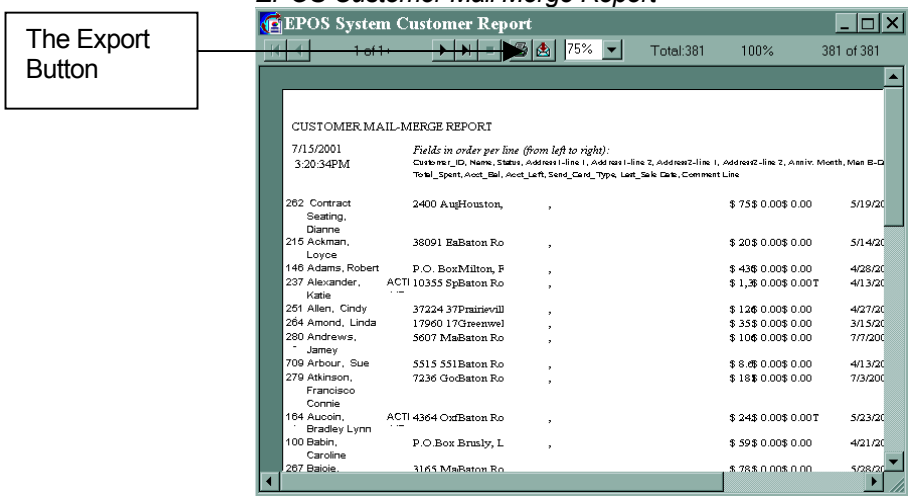
EPOS Desktop – Search Example for Mail Merge



NOTE: You can use the **Last Sale Date** field to search for customers who have purchased within given time frames. The above example pulls everyone who has purchased in the store from *3/01/01* to present. If you wanted to pull only the people who purchased in March, then use *3/01* instead. Remember this field name may be different depending on your customizations.

3. After hitting the **Enter** key to perform the search, double click on the customer mail merge report on the right of the screen entitled **CustomerMM** (in this example, however, you can call it whatever you want in the Report Engine Maintenance screen). The data from the table is displayed in a print preview window.

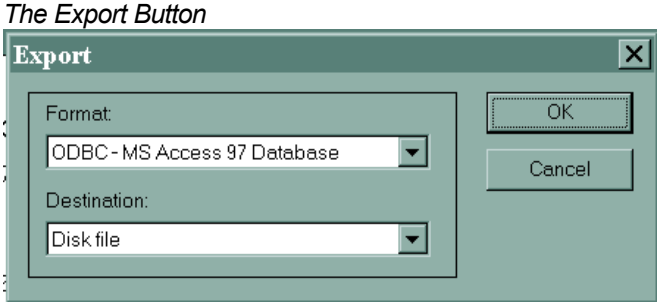
EPOS Customer Mail Merge Report



NOTE: The data is not in the most easy-to-read format because it is only for merging into another package. Most of the fields will be cut-off to save line space. This is not an error – it is supposed to look this way.

4. Now click the **Export** button. Notice the export pop-up box appears.

The Export Button

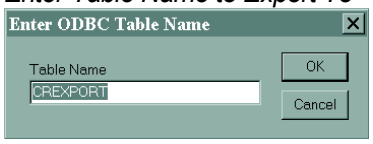


5. Now select an export format that Microsoft Word can read as a data source. If you have Microsoft Access installed on your system, we recommend using this selection. Leave the **Destination** as *Disk file*. Click **OK** to begin.

6. The next screen prompts you to find the *mdb* file location to export to. The system will want to create a new table for this data in an *mdb* Access file. You can select the **IODB.mdb** file in your database folder if desired. This file is specifically for this purpose. Once this (or another *mdb* file) is selected, click **OK**.

7. The following screen asks you for the table name to export to. This table name needs to always match the table name in your Microsoft Word mail merge document, so it is usually always easier to keep this default table name of *CREXPORT* and just manually delete the table in Access when you've completed your mail merge. Click **OK** to continue.

   Enter Table Name to Export To



8. The export process begins and notifies you once complete. Now the data in this new table (CREXPORT) can be used to mail merge into a Microsoft Word document (labels, form letters, etc.)

At this point, you would need to enter Microsoft Word, start a new document, and select the **Mail Merge** option under the **Tools** menu (unless you already have a mail merge document created). The following process of creating the mail merge document from scratch involves an understanding of the version of Word you are using. Different versions of Microsoft Word have different capabilities, but the procedure is the same. You would build your mail merge document from the *CREXPORT* table created from the previous steps in the **IODB.mdb** file (or where ever you placed it). Building the mail merge document would involve placing the merged database fields from *CREXPORT* where ever you need them in the document. After you've finished creating the mail merge document, you'd simply run it to see or print the results. Consult a manual on Microsoft Word for more details on the process from this point on.

If you already have a previous Word mail merge document setup that points to the *CREXPORT* table, you'd simply load up the document and run it to see the results. You'd only need to create a new mail merge document the first time.

Chapter 10. The File / Edit / View Menus

The last chapter in this manual is for specialized and less often used tasks, however, it is no less important. This chapter's focus is directed to the three far-left menus of the EPOS Desktop titled **File**, **Edit**, and **View**. These three menus handle important functions such as database refreshing, new default printer selection, importing / exporting transactions, cut/copy/pasting fields, and changing among different Desktop views to make working in the EPOS Desktop easier on you.

What you will find in this chapter…

The EnterprisePOS Desktop File Menu **34**
- New / Change Form View – Creating NEW Screens 34
- Printer / Page Setup 38
- Import / Export Business Profile 39
- Import / Export Transactions 41
- Change Desktop Control Bar 43
- Exit 44

The Edit Menu **45**
- Undo, Cut, Copy, and Paste 45
- Delete Selected Record 45
- Open Selected Record 45
- Copy Customer Actions (Customer Area only) 45

The View Menu **47**
- Current User (Who's Logged In) 47
- Status Bar 47
- Viewing Reporting Engine / Stock Shortage 48

The EnterprisePOS Desktop File Menu

The file menu on the EPOS Desktop screen is specifically for the following basic tasks.

- **Form (screen) design from scratch (using the Forms Generator)**
- **Default printer / page setup**
- **Importing / exporting files, settings, or data**
- **Changing the Desktop control bar on the left (the "custom" area)**
- **Exiting the system**

The EnterprisePOS Desktop File Menu

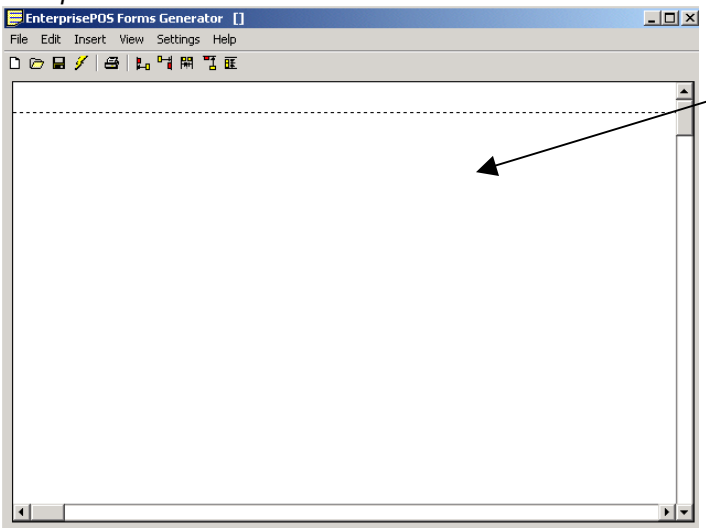
EnterprisePOS Desktop
File Edit View Tools QUICK SALE! Reportin
New / Change Form View
Printer / Page Setup
Print Selected Table (Data Dump) Ctrl+P
Import / Export Business Profile
Import / Export Transactions
Import / Export Customer Records
Change Desktop Control Bar
Exit

New / Change Form View – Creating NEW Screens

The New / Change Form View menu option launches the EnterprisePOS Form Designer module. This is a separate module that will allow you to build your own application screens from scratch. The following steps go through the new screen building process.

1. Click **New / Change Form View**. The EnterprisePOS Forms Generator loads up.

EnterprisePOS Forms Generator

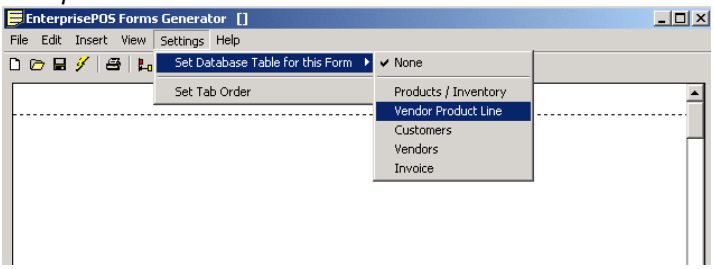


A "clean slate" for your new screen is displayed initially. Nothing is loaded

NOTE: As a basic house keeping rule, don't place fields too close to the top of the screen. This is why the dotted line is there. Keep new fields below this line.

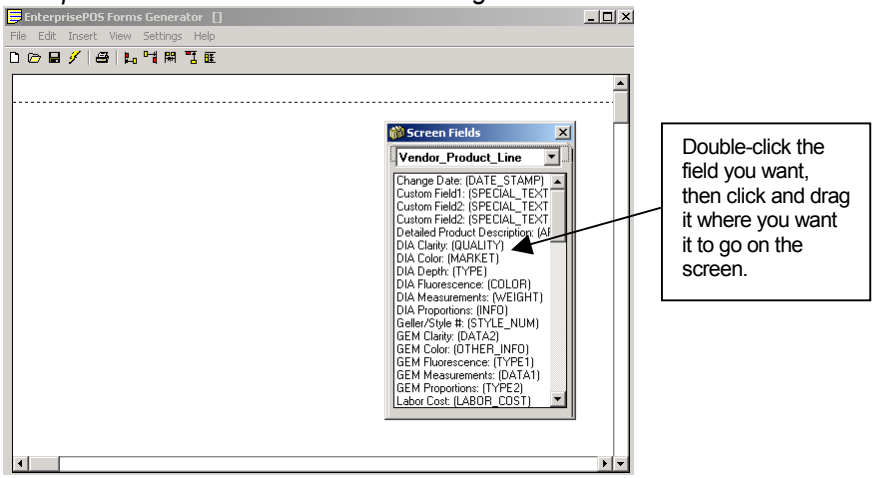
2. Our new screen is ready for us to add fields, so click **Settings**, then **Set Database Table for this form** to add an application area to the report. This is how the system knows what area you are building this form for. For the purposes of this example, we'll build a new screen for the **Vendor Product Line** area. Select this one from the menu.

EnterprisePOS Forms Generator – Vendor Product Line Screen Example



3. Immediately after screen area selection, we get a list of database fields (in a floating box) over our new screen. We can now double-click any of these fields to add them to the new screen.

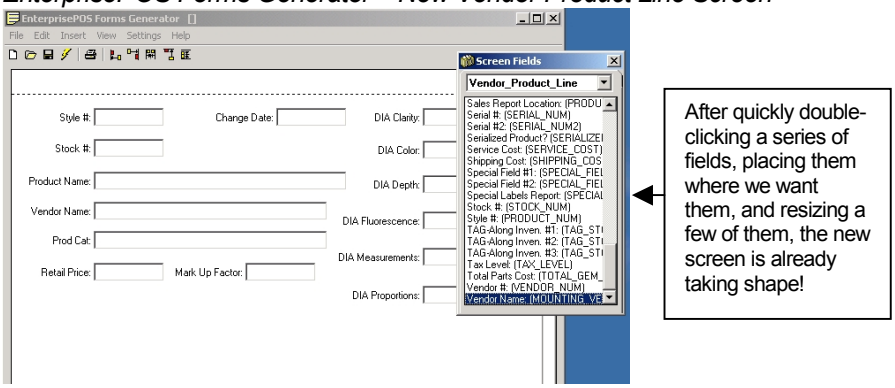
EnterprisePOS Forms Generator – Floating Database Fields Box



4. Continue to double-click to add all the fields you want to the screen. Initially, the field appears above the dotted line. At this point you click and drag it where it needs to go. Note that string fields will ask if you want to add the field as a combo box. Click **NO**. this will allow the Customizing Utility to populate the fields as dropdown boxes (if necessary) instead of you entering values here.

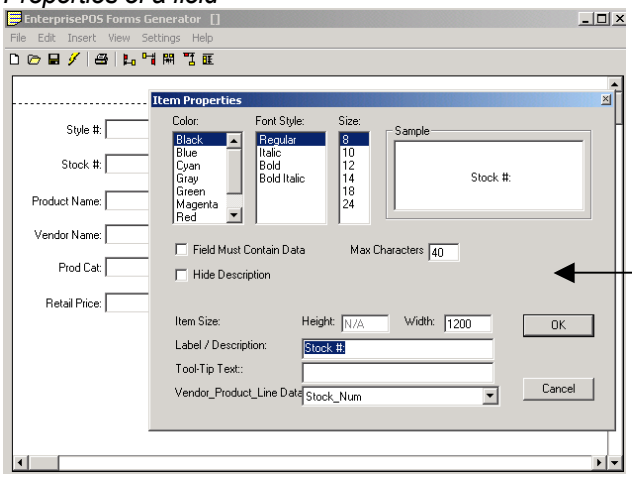
5. To **RESIZE** a field, click on the field with the mouse while holding down the **SHIFT** key. The mouse pointer will change to a double-arrow and will be placed at the end of the field where you can drag it. Release the mouse button when you've achieved the field size you need. Most fields will need to be resized in order the hold the amount of data it requires.

EnterprisePOS Forms Generator – New Vendor Product Line Screen



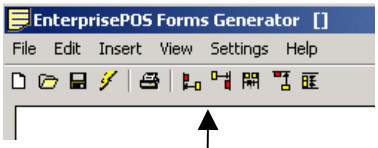
NOTE: If you make a mistake and want to change a field, you simply right-click on the field to **remove** it or **view** its properties.

Properties of a field



Much like in Word or other applications, you can set this field's fonts, field size, font size, shape, color, etc. under the Item Properties

NOTE: There are buttons on the toolbar to help you align the fields on the screen defined below. Use these fields to help you align fields better. Before clicking any of these fields, you must first click and drag a selection box over a group of fields in order to highlight the fields you want aligned, then click one of the buttons shown below.

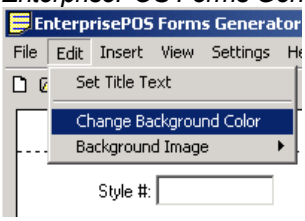


Toolbar from left to right (* = denotes the buttons used to align fields) :

New – New form
Open – Open existing form
Save – Save this form
Refresh – Refresh & test this form
Print – Screen print this form
* **Align Left** – Aligns all selected fields to the left
* **Align Right** – Aligns all selected fields to the right
* **Align Center** – Centers all selected fields on the screen (vertically)
* **Align Top** – Aligns all selected fields to the top
* **Align Horizontal** – Centers all selected fields on the screen (horizontally)

6. Now since we have our screen, we can pretty it up a bit by selecting a background or a color under the **Edit** menu. Click **Edit**.

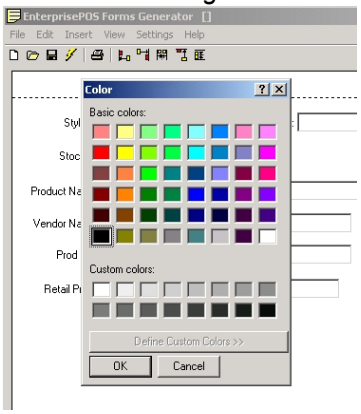
EnterprisePOS Forms Generator Edit Menu



Set Title Text – Gives this screen a title
Change Background Color – Selects a background color other than the default (white)
Background Image – Selects a background image (like a company logo)

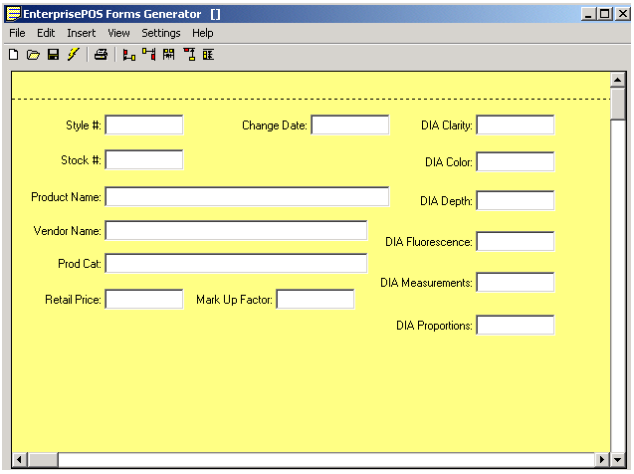
7. Click **Change Background Color**.

New Screen Background Color Selection



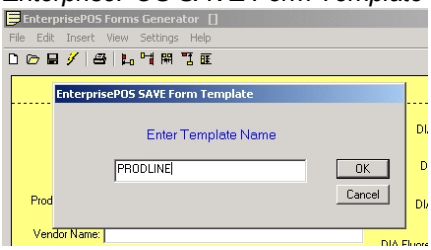
8. Click a color that satisfies you or define a custom color.
9. Click **OK**

Our new Vendor Product Line Screen



10. We could continue to tweak the screen by changing field fonts, colors, sizes, adding pictures, a screen title, etc., but we'll stop here. Click the **Save** button (3rd button from the left on the toolbar).

EnterprisePOS SAVE Form Template



11. Enter a new template name and click **OK**.

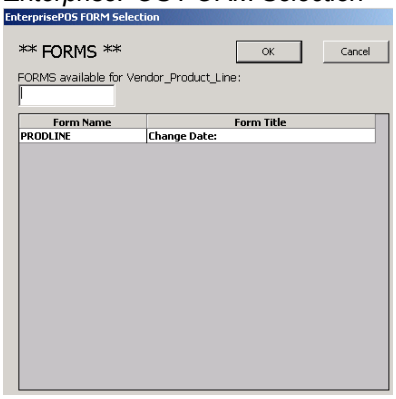
Testing our New Form

If a custom form is created for a specific area of the system, it should allow you to use it automatically when that area of the system is accessed. In our example, we built our form for the Vendor Product Line area.

1. From the EnterprisePOS Desktop, click **Vendors**.

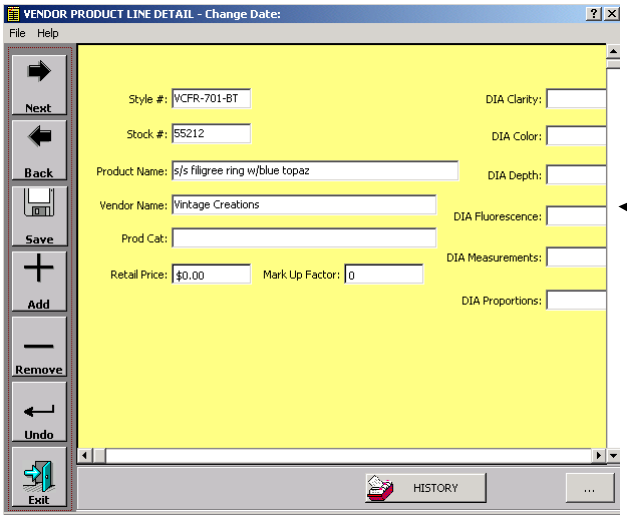
2. Select the Vendor Product Line tab, and **double-click** on any record in the table. Since we now have a custom form for this area, we see a popup box with our new form in the list.

EnterprisePOS FORM Selection



3. Select our custom form (the only form in this example) from the list and click **OK**. Our new custom screen then loads up with the selected records data.

Vendor Product Line Detail – Our Custom Form



Here are the fields we added to the screen.

The control panel bar to the left is the standard bar that allows moving to and from other records in the Product Line table, saving the item, adding/removing quantity, undoing changes, viewing history, or exiting the system.

The scroll bars on the screen can be used to see additional fields (if applicable).

Printer / Page Setup

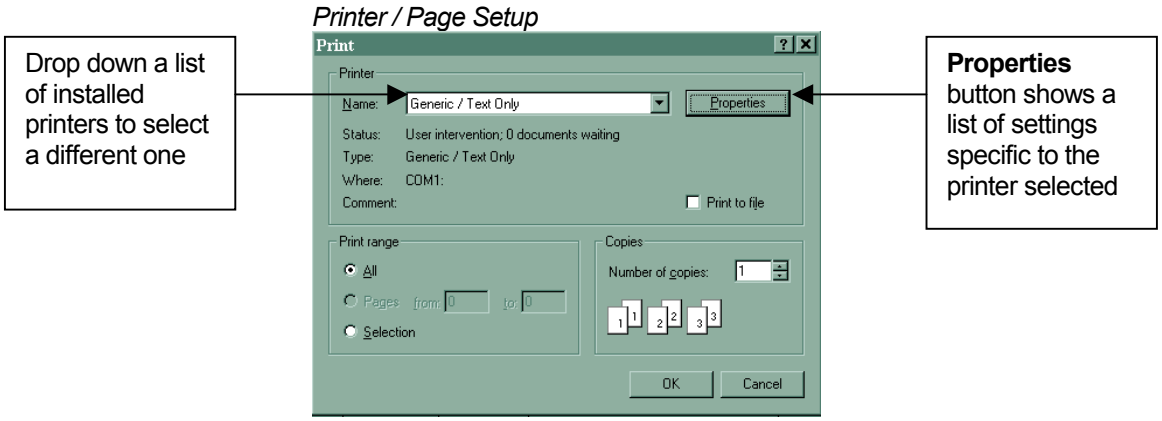
This function is only for making changes to your *default* Windows printer or for switching the default to a different Windows printer. Your default Windows printer should be the printer connected to your computer or network that the majority of your system and custom reports print to. For example, you would not set your default printer to be a receipt printer for invoicing if you use another printer for summary reports. A receipt printer is a specialized printer only designed for the invoice (application) report, so this would not be your default. Unless, of course, you print nothing else on the machine.

Application reports often have their own special printers since they're designed for specific purposes (printing receipts, labels, contracts, etc.). The system's Report Engine will automatically print to special printers setup for specific reports. If you are using a special printer for invoicing, for example, you'll never need to change your printer before printing an invoice. You can have several different printers setup on a computer for different

reports that will be automatically selected when printed. For more information on Application reports and how they work, see **Chapter 9 - Report Engine**.

For those reports without special printers, however, the default printer is where the hard copy is sent when printed.

Printer / Page Setup



Import / Export Business Profile

A business profile is a collection of screen, field, table, or report customizations that are usually specific to a certain type of business. The type of business itself represents the business profile. Once a system has been fully customized by an expert in that line of business, the customizations can be saved under a new business profile for later use. This will benefit future customers in the same line of business since most of the screen and field setup work will already be completed for them.

Occasionally, however, there is a needed to export a specific profile of your customizations to a floppy disk (or other medium) for other machines. This is only when databases are distributed since customizations will otherwise be shared among all computers using the same database on the network. If you have more than one location using separate database files, you may need to select one location to completely customize first to use as a model for other locations. Once you're sure about the customizations of your model location, you can use this function to export your changes for other locations. Keep in mind there is no need to do this among computers sharing the same database on the same network.

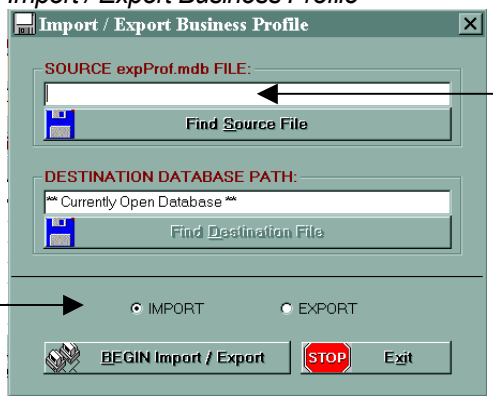
Another use of this function is for companies who contract out their system customizations. This is a common practice to save EPOS system setup time, however, it will usually cost a company much more up front. There's no need to purchase the Customizing Utility if you plan on using a consultant, but don't consider this option to save money. Chances are you'll end up spending many times the price of the utility in consulting fees. You should, however, consider this option if time is of the essence (hiring an expert verses learning the utility yourself could drastically cut down setup time).

If contracting out your system customization work is what your Systems Administrator plans on doing, the consulting company would send you a floppy disk (or other medium) with the customizations upon completion. You would simply use this function to import the customizations into your database. You'll then need to switch to the new business profile for all the new changes to take effect (the next time anyone logs in). Once again, if you have other locations running different databases, you'll need to do this for each location.

The following is a walk through of how to accomplish this. These steps assume you already have a customizations profile you want to IMPORT.

1. From the EPOS Desktop, click **File**.
2. From the File menu, click **Import / Export Business Profile**. The Import / Export business profile screen appears with the cursor blinking on the top blank for SOURCE file selection. If you have your customizations on a floppy disk or CD-ROM, insert the disk now.

Import / Export Business Profile



If you are importing your profile from a floppy disk (set to drive A), this will say *A:\expProf.mdb*

Make sure **IMPORT** is selected!

NOTE: A business profile extracted from the Customization Utility would always have the filename of *expProf.mdb*. The source file you're looking for (on your computer's hard drive, network, floppy disk, CD-ROM, etc.) will have this filename.

3. Click the **Find Source File** button and locate your source *expProf.mdb* file. Double-click on the file to select it in the source field.
4. You can't change the **DESTINATION DATABASE PATH** since it will automatically import into the database you're currently logged into. However, if you want to import this profile into a different database, you must change to that database location in System Settings, log into it, then come back to this screen.
5. Make sure the **IMPORT** option is selected, then click **BEGIN Import / Export**. The process may take up to a minute or two depending on how many screen customizations the system must import. A notification box will appear upon its successful completion.

Import Successful

[IMPORT SUCCESSFUL]
The operation completed successfully.
A total of...
26 customized fields were imported from C:\expProf.mdb
0 custom dropdown box entries were imported from C:\expProf.mdb
.. IN profile #2.
OK

NOTE: Clicking **OK** takes you back to the EPOS Desktop.

6. Now, if you want to switch to the profile you've just imported, you must manually change to the new profile one of two ways. Either change to the new profile in the Customizing Utility, or select the new profile under **System Settings** in the EPOS

Desktop's **Administration** menu. You should contact your Systems Administrator before making changes to System Settings.

You can do the reverse of the process above by taking your currently selected profile and EXPORTING to a file. At any time you can export your customizations to a floppy disk, for example, then import them into another database file at another machine. The process is exactly the same as above except the *SOURCE* and *DESTINATION* files are reversed.

This is rarely done, however, outside of the Customizing Utility. We recommend contacting your Systems Administrator, an independent consultant, or your distributor before attempting an export of a business profile.

Import / Export Transactions

A very useful application for companies with distributed databases is the Export Utility. The Export Utility can be accessed from both the Administration Utility and by clicking **Import / Export Transactions** under the EPOS Desktop **File** menu.

We recommend strict caution be taken before attempting to use this utility since it could potentially overwrite important database records if not used properly. Generally the importing or exporting of financial transactions is limited to only Supervisors or Store Managers. Rarely will a cashier be given this task due to the very careful operation of the utility that is required.

Generally this utility is used to extract daily or weekly transaction records to be sent to a home office or other location running a separate database. This utility is also commonly used by individuals wanting to work at home or on a trip (via a remote or laptop PC). All you'd have to do is put in a date range for the transactions to export (1 day, 1 week, 1 month, etc.), and you can send the file on its way. Traveling users are able to setup their laptop PC as a remote store location and use the utility to keep an updated snapshot of the store at all times. Once the transactions are imported, the laptop PC or other location will operate with all the same transactions as the original location.

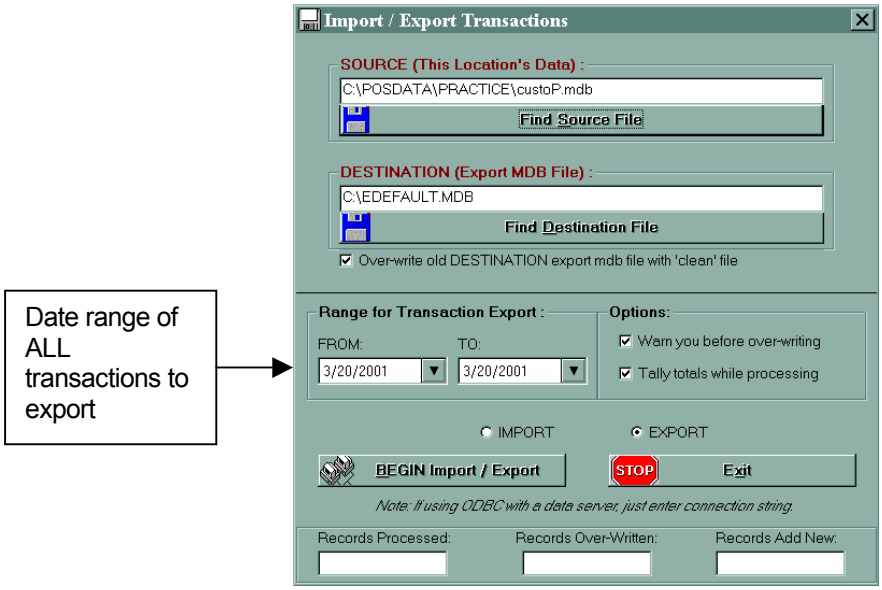
Every database change is included – not only financial transactions. Everything from entering sales to new purchase orders or vendors will be included in every import or export. All new records are date stamped to accommodate for this utility.

Exporting

The following details the process of exporting transactions to send to another location.

1. From the EPOS Desktop, click **File**.
2. Click **Import / Export Transactions**. The Import / Export screen appears that allows you to enter the SOURCE and DESTINATION locations to export transactions.

   Import / Export Transactions



NOTE: Under **DESTINATION** is a blank database that is created from a "model" **export.mdb** file located in the EPOS program directory. It will ONLY have the transactions for the range you've selected. You can, however, uncheck the 'Over-Write' box and have the records transferred into an existing database if desired. It will prompt you if it hits on a record that already exists before overwriting.

NOTE: You're not limited to any specific export date range. You can export transactions for a couple days, a week, a month, etc. However, keep in mind if you're emailing it, you'll want to keep the size down. We tested about 100 transactions for a day (including records for new vendors, new products, new customers, etc. - ALL this data will transfer). The export mdb file was only a little over 600k which is still not bad for emailing. The blank database was 508k. You can estimate about 1k per transaction is added to the database.

3. Select **Export**, since we want to EXTRACT the day's transactions. As a test, you can use your practice database as the SOURCE (as shown above) and use 3/20/2001 – 3/20/2001 as the export range. The unchanged factory practice database has around 16 records that will export for this day (1 new test customer, 3 new customer actions, 1 new work order, 2 new invoices, 1 new quote, 1 new credit, a few new products in inventory, etc.).

   NOTE: the EXPORT.MDB file must be in your EPOS application folder since this is the blank database template that the DESTINATION is created from.

4. Click the **BEGIN** button, and away it goes.

5. When it finishes, the user can take the file (in this example, **c:\EDEFAULT.MDB**) and email it to the home office, copy it to a lap top PC, etc.

Importing

Importing transactions from a file you receive from another location or PC should be performed with the absolute maximum amount of caution. The process of importing is almost identical to the previous steps of exporting (simply reverse the *SOURCE* and *DESTINATION* files in the previous steps), however, inserting foreign records into your local database is far more risky than the reverse.

The risk comes from database integrity rules that must be followed for every new record written to your database due to what's called *record indexing*. Record indexing is used to link tables together for faster data lookup speed. If a new record is entered in the database that does not follow these integrity rules, important data could be overwritten or data corruption could occur.

All records in the EPOS database have fields called *primary keys* that uniquely identify them within each table. Indexing is always done for primary key fields, and sometimes further indexing is setup among non-key fields as well. It all depends on how the specific database table in question is used in the system. Sometimes additional indexing on a table is needed for complex table searches, and sometimes it's not. This is all handled by the system in the background and is no concern to you under normal circumstances. However, to avoid possible database corruption you must always make sure the database you're importing from was using the exact same version and build of EPOS when the export was originally performed. Older versions of EPOS have slightly different database structures due to the improvements to the system over the years. Attempting to import a database exported from an older version of EPOS could be disastrous.

Another issue of concern if you plan to frequently use the import/export utility is the risk of overwriting non-duplicate records if the interface is not used correctly. Importing / exporting among locations or machines requires a little planning. For example, if you plan on adding new inventory items to your laptop machine at the same time as a clerk back at the store, you'd better make sure you both planned ahead to avoid having duplicate inventory numbers at the time of import. Allowing the system to auto-assign inventory numbers in this example (while both the store clerk and you add to the same product category) would cause the same inventory numbers to be assigned in each system. When it's time for the laptop machine to do its import into the store's database, you'd get several pop-up boxes asking you to overwrite the duplicate records. Proceeding would overwrite the work the store clerk had done, not to mention the numerous problems that would occur if any of the items had been sold prior to the laptop's import. You could end up with items sold that are completely different than their matching inventory counterparts. The same would occur by letting the system auto-assign new customer keys, purchase order numbers, work order numbers, and so on. Overwriting these records could have detrimental consequences due to the other database records that are linked to them.

In summary, if your company is utilizing a distributed database model, to avoid import problems make sure you do the following.

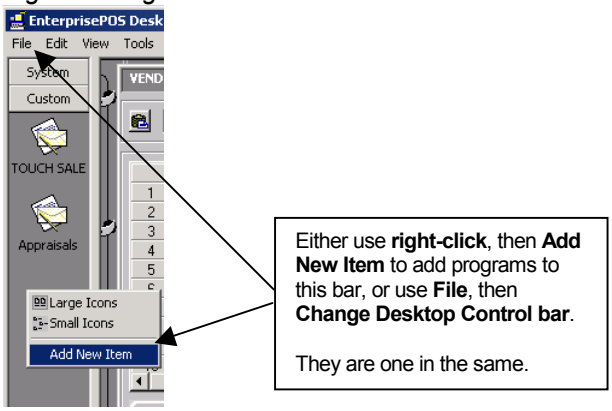
- All systems are running the same EPOS version and build
- Planning is done ahead of time to avoid duplicate keys among records (either split key ranges among different locations, have different locations work separate areas, or keep databases separate altogether)

If performed correctly, the import/export utility can save your company time and the high costs of setting up a WAN (wide area network) to connect among locations.

Change Desktop Control Bar

This menu selection configures the left-most menu bar on the EnterprisePOS Desktop screen (in the **Custom**) area. This does the same thing as selecting the **Custom** bar then right-clicking in it to add new items (which causes a search of the network to assign a program to an icon on the menu bar).

Right-Clicking Custom Menu Bar


EnterprisePOS Desk
File Edit View Tools
System
Custom
TOUCH SALE
Appraisals
Large Icons
Small Icons
Add New Item
Either use **right-click**, then **Add New Item** to add programs to this bar, or use **File**, then **Change Desktop Control bar**.
They are one in the same.

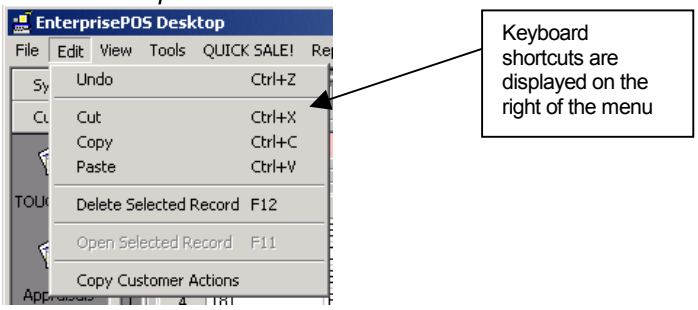
Exit

This function exits the EnterprisePOS system and closes any open files or records you may have.

The Edit Menu

The edit menu is a collection of shortcuts for field and record maintenance.

EPOS Desktop – The Edit Menu



Undo, Cut, Copy, and Paste

The first four selections on the EPOS Desktop Edit menu are strictly for text editing. These commands all have keyboard shortcuts as well making it easier and quicker for the functions to be executed. The keyboard shortcuts are shown to the right of the menu selection.

These functions (both by clicking the menu item or using the keyboard shortcut equivalent) work exactly the same as text editing commands in word processing applications.

- **UNDO** – will cancel the last thing you typed – as if it never happened
- **CUT** – will copy the selected piece of text into memory (Windows clipboard) for later use, then it will delete the selected text
- **COPY** – will only copy the selected piece of text into memory
- **PASTE** – the text in memory will be placed where the cursor is currently located

Delete Selected Record

This function will remove the currently selected record from the database. This function's keyboard equivalent is the **F12** function key.

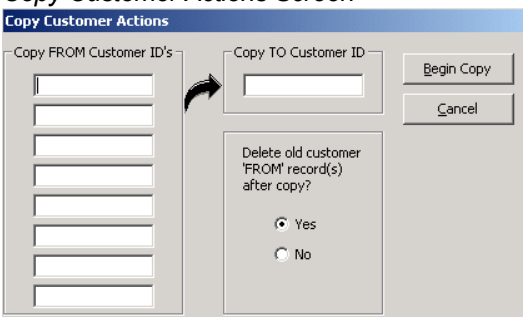
Open Selected Record

This function will open the currently selected record. This functions keyboard shortcut equivalent is **F11**, although it is the same as simply double-clicking on a selected record.

Copy Customer Actions (Customer Area only)

The **Copy Actions** function is useful when you need to move all customer actions from one or more customer accounts to another. It is most often used after a cashier mistakenly rings up a new customer that already existed in the system. When a Supervisor (or whom ever) finds the duplicate customer account (or accounts), he/she can move the copy record(s) into a single account. The duplicates can then be automatically removed.

Copy Customer Actions Screen



After clicking this selection, the **Copy Customer Action** screen appears allowing you to enter up to 8 customer accounts to copy from. There is a blank for 1 customer account to copy all actions into. The option box on the left is the switch to automatically remove duplicate customer accounts after the copy is complete (if **Yes** is selected).

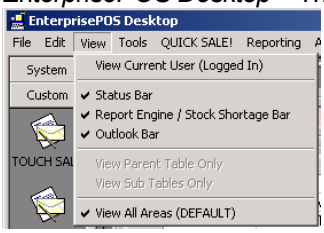
The following steps walk you through this process.

1. From the EnterprisePOS Desktop, click **Edit**.
2. From the Edit menu, click **Copy Actions**. The *Copy Customer Actions* screen appears.
3. Enter ALL customer IDs you want to copy **FROM** (the accounts with the actions you want copied OUT). There are a total of 8 fields on the screen for Customer IDs to copy from. These spaces represent your duplicate records you'd like consolidated into one account.
4. Now enter the single customer ID to copy these duplicate accounts **INTO** (the last field on the right). This will be the customer account the duplicate records will be consolidated into. The customer ID number you enter in this field will be this customer's new and only ID once the copy is complete.
5. If you want to delete these old customer accounts once everything has been copied out of them, then select **Yes** to **Delete old customer 'FROM' record(s) after copy?**
6. Click the **Begin Copy** button to start the process. After completion you'll get a pop-up verification box telling you it was successful.

The View Menu

Most of the functions of the view menu are for changing the “look” of the EnterprisePOS Desktop. By “look” we are not referring to colors or shapes; the different selections of this menu are mostly designed to control whether or not to make a specific system area visible or not.

EnterprisePOS Desktop – The View Menu

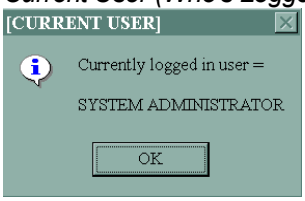


Current User (Who’s Logged In)

The first selection under the view menu is really the only selection not directly related to look of the EPOS Desktop. Instead, this function allows a user to view who is currently signed on to the local machine. This function is useful when a machine sits inactive for long periods of time. You may not always remember who is signed on. This function will display a pop-up message with the current use logged in.

It can be important to know who’s logged into the system if your company pays commission to employees. However, the invoice screen can be setup to always request the user to enter the sales rep ID before allowing the sale to complete. This can be a simple alternative to running this function. If you do pay commissions to employees, we recommend not using the user ID as the default sales rep field for each sale. The cashier may forget to check the sales rep field for their ID before completing the sale. You could risk paying commissions to the wrong employees this way. See your Systems Administrator about making this change to System Settings.

Current User (Who’s Logged In)



NOTE: In this example the System Administrator would become the sales rep if a sale was rung up on this machine.

Status Bar

This function will hide (if unchecked) or display (if checked) the status bar on the bottom of the EPOS Desktop screen. The only reason you may want to do this is to add a little extra vertical viewing area to your Desktop.

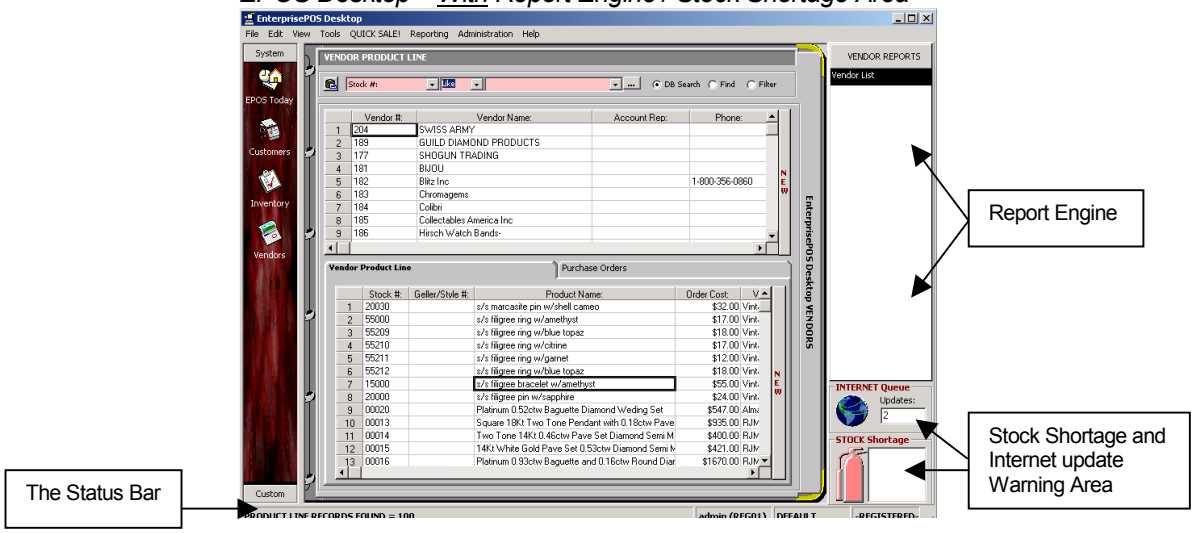
Your Systems Administrator can setup your user profile to not display the Status Bar upon log in if this is your preference.

Viewing Reporting Engine / Stock Shortage

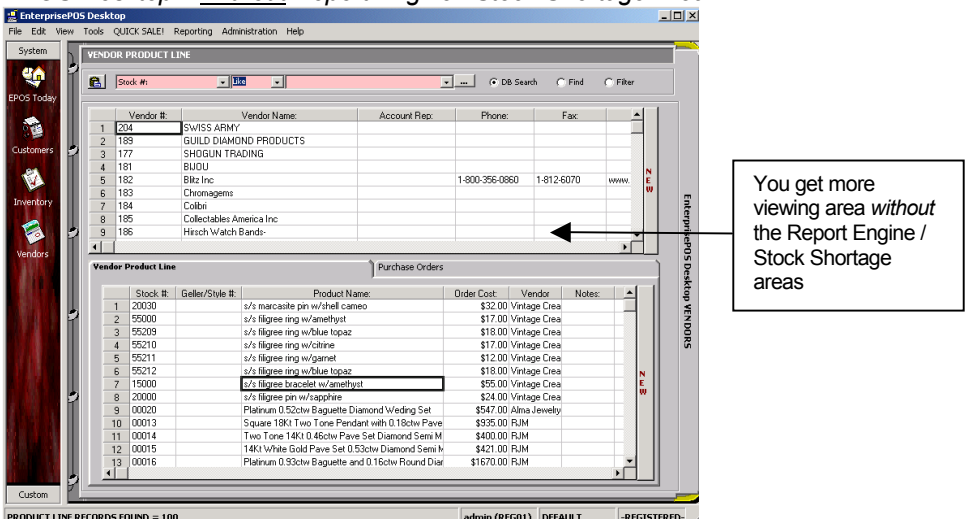
As with the status bar, the Report Engine and Stock Shortage area (located on the right of the EnterprisePOS Desktop) will be hidden (if unchecked) or displayed (if checked). However, unlike the Status bar, hiding the Report Engine and Stock Shortage area will provide a substantial extra Desktop viewing area. Given the amount of extra viewing area obtain from hiding these two sections, this may be a desirable option for the user. However, you cannot run Desktop reports or see stock shortage warnings with this area hidden.

Your Systems Administrator can setup your user profile to not display the Report Engine and Stock Shortage area upon log in if this is your preference. The screen shot below demonstrates the amount of viewing area gained by hiding these sections.

EPOS Desktop – <u>With</u> Report Engine / Stock Shortage Area



EPOS Desktop – <u>Without</u> Report Engine / Stock Shortage Area

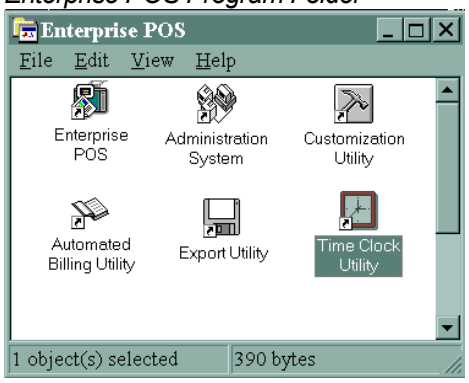


Appendix A. The Employee Time Clock Utility

A separate application from the EPOS system designed for employee time control is the Time Clock Utility. The Time Clock Utility is a simple, yet useful program that can be launched from the EPOS Administration Utility or stand-alone. It acts exactly as a regular time clock machine requiring employees to "punch in" at the start of their day or shift and "punch out" before going home. You punch in or out simply by selecting your name from the employee list (like finding your time card in a rack or box of cards), then double clicking your name (like sliding your card into the machine). The system will keep accurate time and reports if used correctly each time an employee reports to work.

If the application was purchased with your EPOS system, it will have an icon in the Enterprise POS folder under **Program Files**. Just double-click on the icon to run it.

Enterprise POS Program Folder



NOTE: What utilities are in this folder depends on what was purchased and installed initially.

Running the Utility

From the Enterprise POS folder, double-click on the **Time Clock** icon.

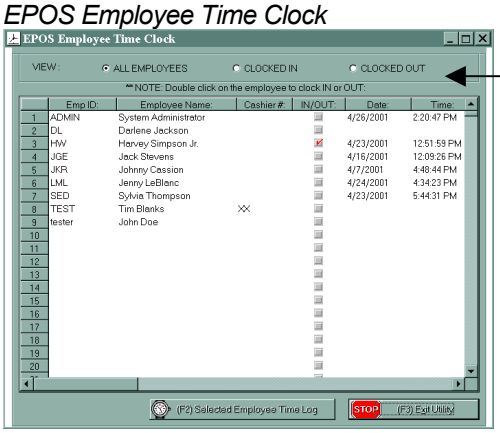
NOTE: How you get to the Enterprise POS folder depends on your version of Windows. In most versions you'd click **START**, then **Programs** to find the folder.

Using the Utility – CLOCK IN

To use the utility for clocking in, follow the steps below.

1. Double-click on the **Time Clock** icon. The list of employees appears.

EPOS Employee Time Clock


EPOS Employee Time Clock
VIEW: ALL EMPLOYEES CLOCKED IN CLOCKED OUT
** NOTE: Double click on the employee to clock IN or OUT:
Emp ID: Employee Name: Cashier #: IN/OUT: Date: Time:
1 ADMIN System Administrator 4/26/2001 2:20:47 PM
2 DL Darlene Jackson
3 HW Harvey Simpson Jr. 4/23/2001 12:51:59 PM
4 JGE Jack Stevens 4/16/2001 12:09:26 PM
5 JKR Johnny Cassion 4/7/2001 4:48:44 PM
6 LML Jenny LeBlanc 4/24/2001 4:34:23 PM
7 SED Sylvia Thompson 4/23/2001 5:44:31 PM
8 TEST Tim Blanks XX
9 tester John Doe
(F2) Selected Employee Time Log
STOP (F3) Exit Utility

Buttons to shorten the list of employees by only selecting the ones clocked in or clocked out

2. Find your name in the list, and double click it with the mouse.

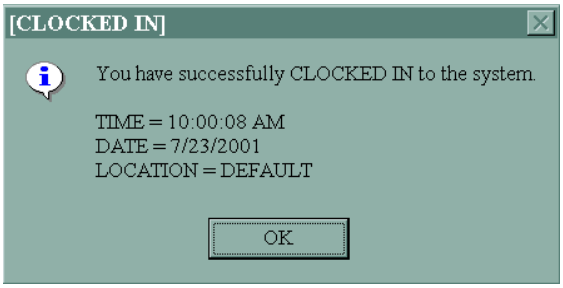
   NOTE: If the list of employees is too big to scroll through, you can select the **CLOCKED OUT** button at the top of the screen to find your name since you are presently clocked out.

3. At the pop-up sign on box, your *User Name* (ID) should be selected. Hit **Enter** to skip to the *Password* box.

   Clock IN / OUT Box

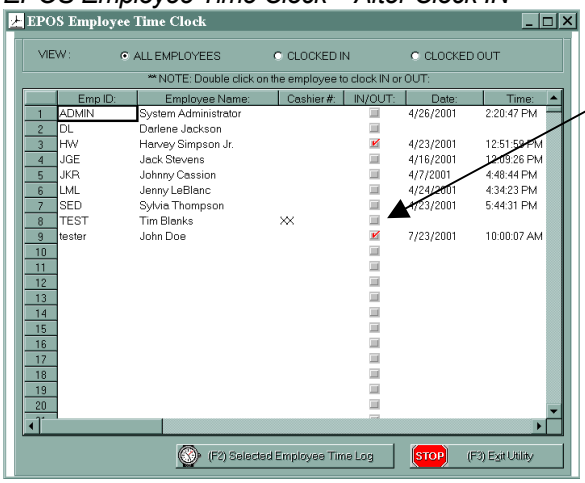
4. Type your password, then hit **Enter**. A box pops up telling you that you are NOW clocked in and gives you the time and date.

   Successful Clock IN



5. Hit **Enter** to return back to the main screen list of employees.

   EPOS Employee Time Clock – After Clock IN


EPOS Employee Time Clock
VIEW:
ALL EMPLOYEES
CLOCKED IN
CLOCKED OUT
** NOTE: Double click on the employee to clock IN or OUT:
Emp ID:
Employee Name:
Cashier #:
IN/OUT:
Date:
Time:
1 ADMIN System Administrator 4/26/2001 2:20:47 PM
2 DL Darlene Jackson
3 HW Harvey Simpson Jr. 4/23/2001 12:51:58 PM
4 JGE Jack Stevens 4/16/2001 12:19:26 PM
5 JKR Johnny Cassion 4/7/2001 4:48:44 PM
6 LML Jenny LeBlanc 4/24/2001 4:34:23 PM
7 SED Sylvia Thompson 4/23/2001 5:44:31 PM
8 TEST Tim Blanks
9 tester John Doe 7/23/2001 10:00:07 AM
(F2) Selected Employee Time Log
STOP
(F3) Exit Utility

Red check marks mean the employee is clocked IN!

   NOTE: Your name should now have a red check mark by it.

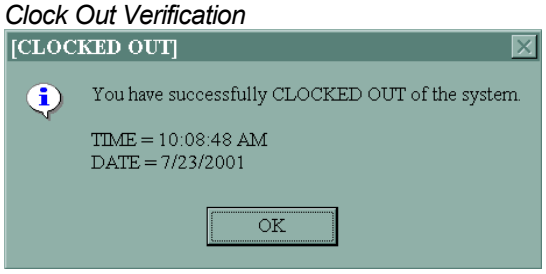
6. Click the **Exit** button or press **F3** to exit the program.

You are now “on the clock” and shouldn’t have to use the program again until it’s time for you to clock OUT.

Using the Utility – CLOCK OUT

Clocking out step-by-step exactly the same as clocking IN. Follow the steps above exactly to enter the system, double click on your name, type your password, and exit the system. The only difference will be the pop-up verification box will tell you that you’re now clocked OUT instead of IN.

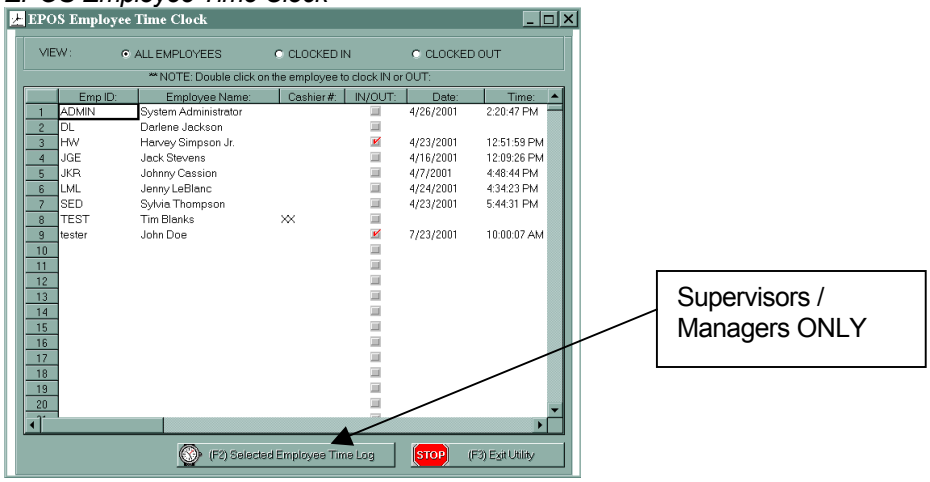
Clock Out Verification



Using the Utility – Supervisors ONLY

To access the supervisor section of the utility for reporting on employee times, click the **Selected Employee Time Log** button or press **F2**. You’ll get the supervisor’s sign-on.

EPOS Employee Time Clock

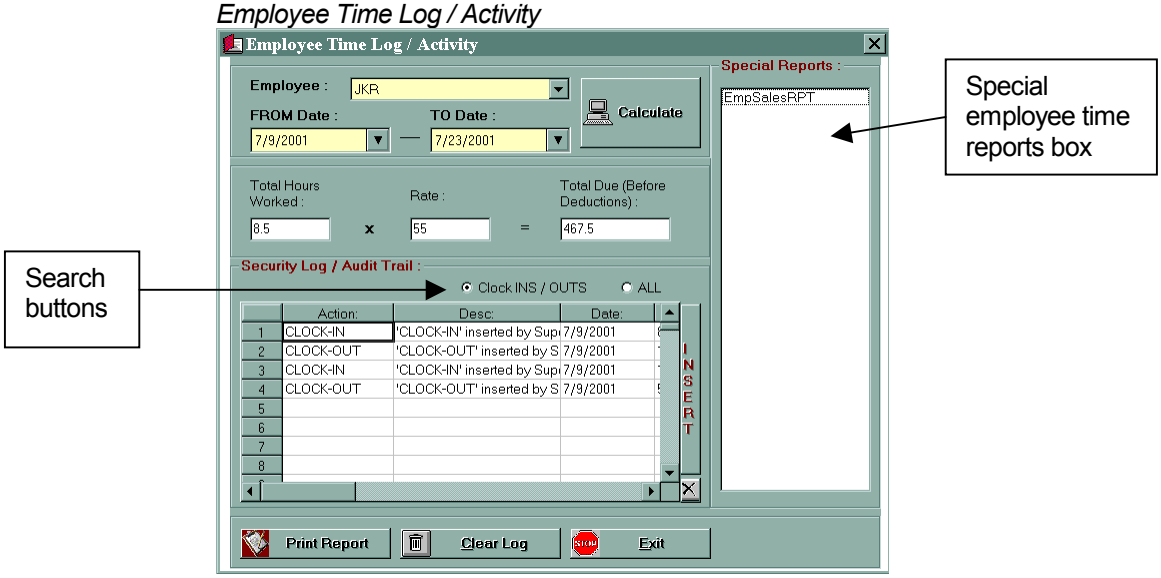

EPOS Employee Time Clock
VIEW:
ALL EMPLOYEES
CLOCKED IN
CLOCKED OUT
** NOTE: Double click on the employee to clock IN or OUT:
Emp ID:
Employee Name:
Cashier #:
IN/OUT:
Date:
Time:
1 ADMIN System Administrator 4/26/2001 2:20:47 PM
2 DL Darlene Jackson
3 HW Harvey Simpson Jr. 4/23/2001 12:51:59 PM
4 JGE Jack Stevens 4/16/2001 12:09:26 PM
5 JKR Johnny Cassion 4/7/2001 4:48:44 PM
6 LML Jenny LeBlanc 4/24/2001 4:34:23 PM
7 SED Sylvia Thompson 4/23/2001 5:44:31 PM
8 TEST Tim Blanks XX
9 tester John Doe 7/23/2001 10:00:07 AM
(F2) Selected Employee Time Log
STOP
(F3) Exit Utility
Supervisors / Managers ONLY

Supervisors / Managers Sign-on

NOTE: You must have security access to pass this point.

If you are a Supervisor or Manager with access to this area, type your password to enter the Employee Time / Payroll screen. Keep in mind you may actually be a Supervisor or Manager *without* access to this area – it is a specific security right you must have assigned to your account to access this area. If you don't have access to this area, and you're supposed to, contact your Systems Administrator or consult the Systems Manual.

Employee Time Log / Activity



Supervisor Screen Usage

Once you've entered the screen, select the employee you want to analyze in the **Employee** drop down box at the top of the screen. By default the screen selects the last two weeks from today's date to analyze employee hours. If this is not correct, select the **FROM** and **TO** dates in the date ranges boxes provided. This will define the pay period for the employee.

If the employee ID and pay period date range is correct, click **Calculate**.

The employee's rate (non-salary workers only) is shown in the **Rate** box (from the user's account in the Administration Utility) and multiplied by the number of calculated hours worked in the selected date range under the **Total Hours Worked** field. The calculated total due the employee is shown in the **Total Due (Before Deductions)** box.

The **Security Log / Audit Trail** table shows each time the employee has CLOCKED IN or OUT for the selected date range. Supervisors can scroll through this information to research problems if necessary. If they need to make a change to the records due to an erroneous time calculation (for example, the employee forgot to clock out one day), they can do so with the **Insert** and **X** vertical buttons to the right of the table (see below).

Screen Buttons

Below are the different buttons on this screen.

- **Calculate** – The calculate button totals all hours worked and shows all clock IN's and OUT's for the selected employee and date range.
- **Clock INS / OUTS** – This option button shows all clock in and out records for the designated employee in the table below (default).
- **ALL** – This option button will show all security log entries (sign-ons, sign outs, voids, database changes, deletions, etc.) – not just when the employee clocked in

or out. This is usually only used to research employee fraud. Generally, if the employee is showing CLOCKED IN, but no EPOS system usage at all is shown for the employee, there is a possibility of fraud. For example, a cashier could have their friend clock in for them with their password when the manager is out of town. However, the manager would find it odd that no sales or activity were performed under that cashier's account all day. It looks a little suspicious and may indicate that management should research the issue further.

- **INSERT** – This vertical button located to the right of the employee activity table will allow the Supervisor to insert time clock records to correct problems. Simply click the button and answer a few basic questions to quickly insert either a CLOCK IN or CLOCK OUT record for the employee at any time and date. Maybe the employee forgot to clock out for lunch? The Supervisor could quickly add a CLOCK OUT, then another CLOCK IN record to fix this.
- **X** – This vertical button located to the right of the employee activity table and below the **INSERT** button will delete an activity record from the table completely.
- **Print Report** – This button at the bottom of the screen prints the selected report in the report list on the right of the screen.

  NOTE: The reports must be assigned in the Report Engine Maintenance screen. See **Chapter 9 – Report Engine** for more detail on adding reports to EPOS.
- **Clear Log** – This button will remove every activity log record displayed in the table (for this customer and date range). This is a quick way to remove an entire day, week, etc. of information on an employee account.
- **Exit** – This button exits the screen.

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